



Conflict Management Course for Business Entrepreneurs

In October 2011, etc4CA were asked to deliver a two day course on the topic of 'Conflict Management' as part of a programme of training and coaching provided to entrepreneurs in Kyrgyzstan by the Business Professionals Network www.bpnca.kg. There were 30 attendees from various businesses: biscuit, ice cream and clothing manufacture, consultancies, construction, education and medical and youth development NGOs,

The course was composed of a series of teaching input interspersed with individual and group breakout sessions, including case study reviews, exercises and topical discussions. The course content included:

- Definition of conflict, exercise on levels of conflict, discussion on reasons for workplace conflicts
- The positive and negative impact/implications of conflict
- A self-assessment tool to determine conflict resolution styles and preferences
- A set of skills for managing conflict and mediating including listening/empathy, assertiveness, willingness to resolve, managing emotions, using co-operative power, mediation and negotiation, focus on win-win, adopting a creative response, broadening perspectives...
- The Prisoner's Dilemma exercise was used to draw out some conflict management issues
- A proposed conflict resolution process
- How to deal with difficult people using some role plays and group discussion

All the participants were keen to discuss their own particular workplace challenges in this area and also help each other by suggesting possible solutions. The exercises used were seen as particularly helpful in applying the learning and highlighting the issues. From the feedback the attendees appreciated the accessibility of information, practical tasks; role-playing; well prepared material; discussions in groups... Perhaps the best feedback was the question to the organisers at the end of the course: "When are etc4CA going to run the course again?"



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