



THE UNIVERSITY OF THE WEST INDIES
OPEN CAMPUS
St. Kitts-Nevis

BEST PRACTICES IN CONFLICT MANAGEMENT MODELS OF CONFLICT

COURSE DESCRIPTION

This course is structured to provide participants with a deeper understanding that conflict responses can be measured. Participants will be exposed to the conflict style inventory of Thomas-Kilman which is a tool developed to measure an individual's response to conflict situations through their level of assertiveness and cooperativeness. By using this tool participants will appreciate how conflict models emerge and how they escalate to their advantage within an organisational setting. In order to be successful in their role as manager, participants will be exposed to self-care techniques to avoid manager's burn-out from conflict situations.

AIM

The aim of the course is to strengthen participants' understanding that conflict responses can be measured and controlled based on the conflict style such as avoiding, coercion, accommodating, compromising and collaborating based the Thomas-Kilman Instrument (TKI).

OBJECTIVES

At the end of the course participants will be able to:

1. Become self-aware of their conflict style
2. Adjust their conflict style based on the environment
3. Construct the TKI in an organisational setting
4. Adopt the most appropriate conflict response to the conflictual situation
5. Explore alternatives to the TKI in conflict situations
6. Avoid manager's burn-out

COURSE CONTENT

This course includes the following topics:

1. Understanding The Five Conflict Styles
2. The Thomas-Kilman Conflict Instrument
3. Alternatives to the Thomas-Kilman Instrument (TKI)
4. Manager Preferred Conflict Resolution Style

HOW MUCH WILL THIS COURSE COST? COURSE CONTENT

This 10-week course costs EC\$600.00.

The University reviews tuition fees annually and course fees may be subject to change.

Courses are only offered if there is a viable class size.