



A WORKSHOP ON CONFLICT AND CONFRONTATION MANAGEMENT WITHIN THE SCHOOL ENVIRONMENT

An essential workshop for all management and staff who may deal with conflict and confrontation on a daily basis, be it with parents, SGBs, management, staff or school neighbours.

After completing this dynamic workshop, delegates will be able to:

- Turn conflict and confrontation into opportunities
- Develop a communication approach when dealing with complaining parents
- Use this dynamic strategy to unlock potential volatile and conflict situations, ensuring dialogue and resolving misunderstandings
- Create a process of trust amongst staff and remove any perceived unfairness

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GSSC vendor no: 1100008861 Registration no: 2005/176522/23 Western Cape vendor no: PKXJDPGTRW

Introduction

Conflict and confrontation happens everywhere. A perceived injustice brings about a sense of unfairness and automatic entitlement to fix the injustice, resulting in a complaint or conflict and confrontation. The school is not excluded from this; in fact, positive and negative confrontation is part of everyday life in a school environment. Approaching conflict and confrontation from a defending perspective leads to dire consequences affecting productivity, relationships and work ethics, causing an unhealthy environment.

Every day we seek just relationships, we long for uplifting dialogues and acknowledgments in our interaction with others. In the absence of these attributes we find ourselves in a harsh environment resulting in unmanaged conflict and confrontation.

The school is a very competitive environment in which service delivery is the order of the day; therefore, we need to ensure ethical understanding of each other. The ethical relationship and understanding between parent, teacher and child is of utmost importance and core to service delivery expectations in the present South African teaching climate.

Unresolved issues damage relationships and lead to devastating consequences for individuals and business practice alike. This is a factor that plays a major role in education and could affect school attendance, educational outcomes and may even lead to a negative financial impact in school business.

The workshop

How to turn confrontation and complaining into opportunities? A new, practical and affective communication approach for teachers in their daily dealings with complaining parents.

A valuable tool for School Management Teams dealing constructively with complaints and daily management affairs, ensuring ethical relations by creating a positive stable environment based on dialogue, how to use direct address and build confidence in all the partaking role players.

This dynamic strategy provides you with a tool and safe method to unlock potential volatile and everyday conflict situations, ensuring dialogue and resolving misunderstandings.

A recipe that removes the perceived unfairness through a process of trust, truth and relationship; which is refer to as direct address and correctly applied acknowledgments.

Never again will conflict and confrontation be viewed as a challenge but rather approached with confidence.

The following topics will be covered in this workshop:

Part 1:

- The bases of effective communication: about truth, trust and relationships
- Our intimate link with others
- The four dimensions of relational reality
- The scheme of injustice
- Acknowledgement
- A deeper method to build self esteem
- Complaints and acknowledgements

Part 2:

- Turning complaints into opportunities
- The theoretical basis of the complaining person
- Defending what is most vulnerable
- Our response – normally
- The approach
- Direct address
- Up via down
- The desire behind the complain
- When emails happen
- A method dealing with complaints received via email

Workshop information

Time: 13:30 – registration / 14:00 – 16:30 – workshop

Cost of the workshop:

R 395.00 per delegate – please note that due to the interactive nature of this workshop, numbers attending this workshop **will be limited – bookings will be treated on a first come first serve basis**

Delegates will receive:

- A certificate
- Manual
- Refreshments

Booking form - Conflict and confrontation management within the school environment

Name of school & contact person: _____

Tel: _____ Fax: _____

Cell: _____ Email: _____

Physical address:

Workshop attending – please tick appropriate block or indicate delegates if attending at different venues:

<u>Date</u>	<u>Venue</u>	<u>Address</u>	<u>Workshop attending</u>
2 March 2016	Greenwood primary (PE)	Park Drive Central Port Elizabeth	
3 March 2016	Clarendon girls' high	Union Ave Selborn East London	
8 March 2016	Paarl school	Roeland str Brackenfell (CT)	
9 March 2016	Groote Schuur High	76 Palmyra Rd Newlands (CT)	
15 March 2016	St Peters boys prep	105 Witkoppen Rd Paulshof (JHB)	
16 March 2016	Farrarmere primary	39 Kwartz str Farrarmere Benoni	
17 March 2016	Waterkloof primary	306 Milner street Waterkloof (PTA)	
6 April 2016	Pinetown senior primary	Corner school rd & Pinetown Church Lane (KZN)	
7 April 2016	Port Edward primary	Lot 115 Fife Road Port Edward (KZN)	
10 May 2016	Northridge primary (PTA)	Cnr Braam Pretorius & Carlo str	
12 May 2016	Horizon View primary	Galpin Way Horizon View Roodepoort (JHB)	
18 May 2016	Eastleigh primary	1 Central Ave, Eastleigh Edenvale	
19 May 2016	General Smuts High	Van Riebeeck str Vereeniging	
8 June 2016	Lowveld High school	1 Figtree street Nelspruit	

Delegates attending

These names are required for certificate purposes: Please note that we will not be held responsible for spelling errors made on this form

1. _____ 2. _____

3. _____ 4. _____

If more delegates wish to attend please duplicate this form or type a list and attach it with this form

Amount per delegate R 395.00 – Total: _____

Payment:

All deposits are to be paid in **advance** to secure your booking/please use your schools name as reference and full payment will be required one week before your workshop

Fax/e-mail this booking form and payment advice to:

086 6967807 /031 5726081 /admin@rapewise.co.za

Payment can be made via EFT to:
Name: Rape Wise Bank: ABSA
Branch code: 632005 - Account number: 406 497 6342

For more details, please contact 031 5726690/083 3308535