



MODULE LEADER

Alexia Muteke-Ceppi has been in the field of international and hospitality education for the last ten years in Switzerland, South Africa and Kenya.

Currently, as Consultant with Lausanne Hospitality Consulting, she has been on missions across the world delivering training and consulting in hospitality. With several international schools in Lausanne, Nairobi and Johannesburg, she was a career advisor and in charge of the development and implementation of education programmes for secondary education. She holds a Bachelor's degree in Education, Kenyatta University, Kenya, and an MBA, Business School Lausanne.

RECOMMENDED READING

- S McConnon, M McConnon (2008), Conflict Management in the Workplace: How to Manage Disagreements and Develop Trust and Understanding; How To Books Ltd; 3 Rev Ed edition, ISBN-10: 1-8452-8247-7

MODULE DESCRIPTION

Differences are inevitable in an organisation having members with different experiences, attitudes and expectations. However, some conflicts can support organizational goals. Indeed, too little conflict may lead to apathy, lack of creativity, indecision and missed-out deadlines. Clashes of ideas about tasks also help in choosing better tasks and projects. These are 'functional conflicts'.

The most difficult conflicts are those arising out of value differences. The key issue is to understand the real cause of the differences. Every resolution of a conflict can also feed a new conflict in a group. It is, therefore, useful to see conflicts as a series of expressions of existing differences within a group, having some links to each other. How organisations deal with conflicts largely affects the efficiency level of its functioning on the entire value chain. This module analyses the root causes of conflict and systems to manage effective communication in organisations.

LEARNING OBJECTIVES

By the end of the Module, participants will be able to:

Knowledge

- Distinguish between conflict and conflict management
- Describe how people respond to conflict
- Explain the benefits of engaging in conflict
- Describe the processes of conflict resolution

Competencies

- Apply conflict resolution tactics with internal and external customers
- Demonstrate different modes of dealing with conflict
- Practise negotiation skills to handling conflict resolution
- Practise coaching in conflict situations

Mindset

- Defend conflict as a driver for growth
- Explain the link between culture and conflict resolution

METHODOLOGY

- Interactive discussions, practical exercises and case studies

PARTICIPANTS

- Hospitality executives from supervisors to general managers and above
- Executives leading teams and departments