

CONFLICT RESOLUTION IN A DIVERSE ENVIRONMENT

Accommodate Audience and Context Needs in Oral Communication

U.S 8968 – Level 3 (5 Credits)

Interact successfully with audience in oral communication.

- ☑ Contributions to group work are appropriate to the task and nature of the group, and promote effective communication and teamwork.
- ☑ Contributions include: Identifying purposes, agendas, procedures and schedules; monitoring developments and retaining focus; drawing conclusions; preparing and delivering feedback and ensuring group ownership of conclusions.
- ☑ Interviews successfully establish a relationship appropriate to the context, and provide a non-threatening opportunity for participants to share information.
- ☑ Formal and informal; plans, background research; ordering of questions; flexibility in the situation when sequence or focus is disrupted; organisation of data elicited; and conclusions drawn.
- ☑ Participation in formal meetings is appropriate to the purpose and context of the meeting. Participation is consistent with meeting procedures and contributes to the achievement of meeting objectives.
- ☑ Spectrum of formal meeting procedures.
- ☑ Participation in debates or negotiations is appropriate to the purpose and topic. Participation is consistent with formal procedures and contributes to meaningful interaction between participants.
- ☑ Spectrum of informal and formal debating procedures and procedures for negotiations and meetings.
- ☑ Responses to the ways others express themselves are sensitive to differing socio-cultural contexts.

Use strategies that capture and retain the interest of an audience.

- ☑ Key words, pace and pause, stress, volume and intonation are used in appropriate ways to reinforce the message.
- ☑ Body language is appropriate to context and topic, and reinforces main ideas and attitudes.
- ☑ Formal communications are planned in writing, and plans are detailed, complete, and realistic with respect to time allocation and content.
- ☑ Visual aids are appropriate to topic and context, and enhance the presentation and the transfer of information and understanding.
- ☑ Cue cards; visual aids; handouts; multi-media.
- ☑ Techniques are used to maintain continuity and interaction.
- ☑ Responding to queries, repetition of information, rewording, asking questions to check understanding, referring to cue cards; timing techniques; responsiveness to audience cues that contact is being lost.

Identify and respond to manipulative use of language.

- ☑ News clips, summaries, political speeches, marketing material, advertisements.
- ☑ Facts and opinion are identified and distinguished.
- ☑ Omission of necessary information is noted and addressed.
- ☑ The implications of how the choice of language structures and features, specifically tone, style and point of view affect audience's interpretations of spoken texts are explained.
- ☑ Distortion of a contributor's position on a given issue is explored with specific reference to what has been selected and omitted.

Damelin

**Course Fact Sheet only for
MERSETA SMME Project 2009
from 1st Jan 2009 to 31st March 2010
Damelin Saldanha**

Fact Sheet

Show Understanding of Diversity in the Workplace.

US 116720 – Level 3 (3 Credits)

Demonstrate an understanding of cultural and other differences in the workplace.

- Different types of cultural and other differences that occur in the workplace are listed.
- Examples of cultural and other differences are given.
- Reasons why differences exist are given.

List and understand the concept stereotypes in the workplace.

- The concept stereotype is defined and explained.
- Stereotypes that occur in the workplace are listed and discussed.

Demonstrate a basic understanding of the role of change in the workplace.

- The concept change is defined.
- Examples of typical changes that occur in the workplace are given and discussed.
- The role of change in the workplace is discussed.

Use Communication Skills to Handle and Resolve Conflict in the Workplace.

US 9533 – Level 3 (3 Credits)

Demonstrate an understanding of different conflict situations in the workplace.

- Different conflict situations that occur in the workplace are listed.
- Examples of conflict situations are given and the conflicts described.
- Role-players in conflict situations are listed.
- Reasons why conflict occurs are listed and discussed.

State and explain the difference between feelings and actual problem (contents).

- State and explain the difference between feelings and actual problem (contents) when dealing with conflict.
- Behaviour of different people in a conflict situation is discussed.

- Own feelings when in a conflict situation is discussed.
- Own behaviour when in a conflict situation is discussed.
- The process of reaction in a conflict situation to solving the problem is demonstrated through exercises.

Handle and resolve a conflict in the workplace.

- Methods to resolve conflict are identified and explained.
- Conflict situation and possible methods of resolving the conflict are demonstrated by means of a role-play.

COURSE DURATION: 3 – 4 DAYS


Damelin