

Concepts of Coaching Theories & Dealing with Conflict

Introduction			
On completion of this programme learners will be able to understand the basic concept behavioural safety provide input to management on how to create awareness and change the organisations safety culture of individual and group values, attitudes, perceptions, competencies, and patterns of behaviour that determine the commitment to, and the style and proficiency of, an organisation's health and safety management.			SAIOSH – 2 CPD Credits
QCTO Aligned Knowledge Module /Topic	KM-01-KT04	Certification	If competent a certificate will be issued.
Target group:	<ul style="list-style-type: none"> ➤ Management, Supervisors, Team Leaders ➤ SHE Officers ➤ SHEQ Committee Members, Chairperson ➤ Nominated and Appointed S Representatives ➤ Employees 	Entry Level Requirements:	Relevant work experience or an appropriate NQF level 4 qualification. (The technical work content is not covered in this programme). Learners need to acquire the required technical skills, knowledge and experience through gaining work experience or qualifications in related technical occupations. Each industry will prescribe the technical Requirements relevant to that industry

Course Outline

A Basic Communication Model and Workplace Strategies to Overcome The Typical Barriers To Communication

- The Process of Communication
- Strategies to Overcome Communication Barriers in the Workplace
- Solving Communication and Conflict Problems
 - Set clear expectations
 - Build listening skills
 - Recognize and respect personal differences
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- How To Coach An Employee to Communicate more effectively
 - Explain the importance of communication
 - Instruct the employee to express his ideas and feelings when necessary
 - Explain the importance of remaining calm when communicating

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- Tell the employee that communication is more effective when words are chosen carefully
 - Highlight the importance of body language when communicating
 - Inform the employee that his tone of voice has a lot to do with how his message is received
- Role of Communication in Employee Motivation
- Information Distribution
 - Relationships
 - Decision-Making
 - Improvement

Describe What Is Meant by Coaching, Influencing People, Assertiveness and Conflict

- Behavioural communication
- Aggressive Communication
- Assertive Communication
- Passive Communication
- Passive-Aggressive Communication
- Communication processes
- Communication Behaviours for Effective Group Work

Describe the Difference Between Assertiveness And Aggressiveness And Give Examples Of Each

- Assertive Behaviour
- Aggressive Behaviour
- Identifying Assertive and Aggressive Personalities
- How to Differentiate Between Assertiveness and Aggressiveness
- Differentiate between intimidating people and being self-confident

Describe Basics Strategies for Preventing and Managing Conflict

- Preventing Conflict
- Managing Conflict
- Using Humour to Alleviate the Burden of Confrontation
- Recognize Representation Gaps
- Recognize and Manage Passive Aggression

- Create Psychological Safety
- Match the Work with the Quirk
- Find the Perfect Size
- Use After-Action Reviews
- Deal with it
- Think it through
- Talk it out, face to face
- Use a mediator if necessary
- Apologize when appropriate
- Work on your communication skills

Explain the need for dealing with issues in an assertive manner

- Reasons why you should choose to be assertive

Describe the concepts and principles of effective communication and internal consulting

- Effective Communication
- The 5 W's
- The message
- 5 Basic Principles of Effective Communication
- Internal Consulting
 - Strategies of internal communication