



**Ethics Institute
of South Africa**

ONE DAY COURSE



**ETHICAL DECISION MAKING
AND CONFLICT RESOLUTION
COURSE FOR MANAGERS**

BUILDING AN ETHICAL AFRICA

Conflict is common in all work environments, and South Africa is no exception. Managers report that they spend up to 20% of their time dealing with conflict in their work place, and that their ability to manage conflict has become increasingly more important. Conflict in itself is not desirable, but it is a phenomenon that should be used more constructively in the interest of the organisation, with the intention of bringing about a balance between conflict and co-operation.

This desired balance is often compromised because of conflicting values in the organisation. It is therefore imperative that all managers be skilled with a sound ethical reasoning process and a comprehensive understanding of their organisation's common values that will be able to assist in resolving potential conflict.

Managers will learn how to:

- Recognise the nature and significance of conflict-laden decision making situations;
- Apply appropriate tools to the decision-making process;
- Anticipate the consequences of decisions and actions;
- Assess the consequences of decisions and their actions;
- Select and apply the most appropriate conflict resolution approach; and
- Make decisions and resolve conflicts in ways that increase trust and build reputation.

Course content:

- Introduction to ethics terminology;
- Ethical decision making models;
- Common ethical dilemmas - case studies;
- Conflict terminology and intervention approaches;
- Introduction to a Conflict Management Toolbox;
- Understanding conflict;
- Analysing conflict;
- Negotiation skills;
- Mediation skills; and
- Communication skills.

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