



UNIVERSITY OF
KWAZULU-NATALTM
INYUVESI
YAKWAZULU-NATALI

**EXTENDED
LEARNING**



Conflict Management and Dispute Resolution



OUR WORLD IS CHANGING... SHOULDN'T YOU?

Conflict Management and Dispute Resolution

PROGRAMME OVERVIEW & OBJECTIVES

Knowing how to apply the law effectively to discipline, grievance and dismissal procedures is an essential skill for Human Resource practitioners. However, good managers are not just familiar with the law. They manage to create an enabling environment.

This course not only examines the regulatory framework, but highlights the long-term benefits of constructive engagement across all spheres of work. It is designed in a practical way to ensure that the necessary techniques and processes to deal effectively with conflict, are embedded and supported through experiential learning.

How you will benefit. You will learn to:

- Recognise the rights of the employee and employer
- Understand employment codes of conduct and policy implications
- Create an employee-friendly environment
- Adopt a proactive approach to managing conflict and resolving disputes
- Carefully and systematically investigate alleged misconduct
- Act in a decisive manner in handling grievances
- Understand disciplinary procedures
- Compare and differentiate between procedural fairness and substantive fairness
- Prepare professionally for hearings, appeals and settlements
- Manage publicity and organisational impact

Key focus areas:

- Fair labour practice – the recognition of rights
- Codes of conduct and policies and procedures
- Employee-friendly environments – everyone benefits
- Investigating alleged misconduct
- Avoiding constructive dismissal(s) claims – effective grievance handling
- Procedural fairness vs substantive fairness
- Hearings, appeals and settlements
- Publicity and organisational impact
- Negotiation skills
- Crucial conversations and critical dialogue

Who should attend:

- HR practitioners
- Managers, team leaders and emerging managers
- Executives responsible for managing others

Facilitators include:



Lisa Parsee is an Attorney and Conveyancer of the High Court of South Africa. She was an academic at UKZN for several years. She is an Ex- Director of a reputable law firm, where she specialised in employment law and acted for major corporates. She is also an Ex-Executive Director of South Africa's largest Child Welfare Organisation. She then went on to establish Labour Law Edge, a Labour and Human Resources Consultancy and Regeneration Skills Development. Lisa is an accredited non-executive director of the Sirdar Governance Panel of the Sirdar Group South Africa (Pty) Ltd.



Dr Roney Ndala is the Human Resources Manager at the Southern Africa Aids Healthcare Foundation. He has a PhD and a Master's Degree from Liberty University. He previously worked at Byrne Fleming and is a highly experienced Human Resources Manager. He specialises in delivering policy procedural and strategic change to strengthen employee relationships and achieve full compliance with employment regulations. Roney is also a motivational and inspirational leader who believes in empowering others to enable them to fulfil their potential, and use their discretion even in situations of intense pressure. He possesses excellent interpersonal and communication skills, the ability to lead successful negotiations and to develop positive working relationships at all levels.

Entrance requirements:

Matric or relevant work experience

NQF level:

Estimated at NQF level 5 on the National Qualifications Framework (NQF)

Programme fee:

The course fee of R10 395 (incl. VAT) covers tuition, instruction material, and refreshments (IPM members qualify for a 30% discount)

Duration:

Three days (08:00 – 16:00)

Contact:

Nickieta Singh T : +27 31 260 1767 E : singhn2@ukzn.ac.za
www.ukznextendedlearning.co.za

University of KwaZulu-Natal, Howard College Campus, Gate 9,
Room 212 , Innovation Centre, Rick Turner Road, Durban, 4001