



DIE VERANDERING IN ONDERWYS
THE CHANGE IN EDUCATION



MINI MBA FOR HEADMASTERS

RESOLVING CONFLICT



PREVENTION IS BETTER THAN CURE!



- RELATIONSHIPS IS THE CURRENCY OF THE MODERN WORLD –
- PRINTED ON A PRESS CALLED COMMUNICATION!
- MANNERS MAKETH MAN
- HE'LL COME INTO YOUR CIRCLE SOON ENOUGH
- LET THE BATHTUB RUN EMPTY
- MUHAMMAD ALI IN THE EIGHTH ROUND
- SOCIAL MEDIA
- E-MAILS
- READ THE STREET (BODY LANGUAGE, CLOTHING, ETC.)
- STICK TO YOUR PRINCIPLES
- WHAT IS THE TRUTH?

RESOLVING THE CONFLICT



- BECOME AWARE
- ACKNOWLEDGE THE CONFLICT
- IDENTIFY FACTORS INFLUENCING
- SEEK FIRST TO UNDERSTAND...
- FOCUS ON THE PROBLEM, NOT THE PERSON
- TAKE THE INITIATIVE
- BE READY TO ADMIT IT IF IT'S YOUR FAULT

RESOLVING THE CONFLICT



- INITIATING DISCUSSION
- CHOOSE THE RIGHT TIME AND PLACE TO TALK
- GO FOR A FACE-TO-FACE DISCUSSION
- ASK WHAT'S NOT WORKING
- LISTEN TO THE PERSPECTIVE OF OTHERS (REMEMBER THE BATHTUB PRINCIPLE?)
- FIND COMMON GROUND
- RESIST ACTING ON IMPULSE
- AVOID THE BLAME GAME

RESOLVING THE CONFLICT



- TURNING COMMON GROUND INTO WORKABLE PLANS
- TIME TO INVOLVE A MEDIATOR?
- DEVELOP A PLAN FOR RESOLUTION
- FOLLOW THROUGH ON YOUR PLAN
- MAKE THE NECESSARY CHANGES
- BUILD A SUCCESS STORY



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Thank you

