Conflict Managment

Duration: Up to 2 Days

Delivery methods:
- Self-discovery and critique
- Group exploration and facilitator led discussions
- Practical exercises
- Best practice theory exploration

Overview:
Conflict is inevitable. Everyone has had conflicts and will probably experience them again in the future. This two-day training program presents tool and techniques so participants can more confidently deal with workplace conflict. The program explores the definition of conflict and presents how conflict situations can have positive outcomes. Participants will practice a conflict resolution process to successfully handle workplace conflict and find their preferred conflict resolution style.

Course objectives:
By the end of this training course participants will be able to:
- ✓ Learn, practice and follow a process of resolving conflict
- ✓ Become more confident in handling interpersonal and common workplace conflict situations
- ✓ Find out their own preferred style of resolving conflict and become aware of the different styles of resolving conflict
- ✓ Follow a step-by-step process of successfully mediating conflict between two parties.

Target audience
Employees who wish to enhance their communication and conflict resolution skills.

Course outline

Module 1: Conflict Resolution Primer
- Is conflict good or bad?
- Potential benefits of conflict
- The costs of conflict
- Is this a conflict? Definition of workplace conflict

Module 2: Conflict Anatomy
- Conflict Management process
- Possible conflict outcomes
- Conflict mitigation strategies
- Conflict management styles
- Find out your conflict resolution style

Module 3: The Language of conflict resolution
- The six conflict resolution language fundamentals
- Turn opinions into facts
- Talk future not past

Module 4: The Conflict Resolution Process
- The conflict resolution process
- The conflict resolution process skill practice activity
- Moving to resolution