



CONFLICT RESOLUTION

Course Template

Outcomes:

Participants will be able to resolve conflict in the workplace or elsewhere, in an assertive, empathic and problem-solving manner, using a win-win approach to conflict resolution.

Target Audience:

Appropriate for all employees (modified workshop for managers/supervisors) - 12-16 participants

Duration:

Normally two days

Objectives:

On completion of the training, participants will be able to:

- identify their own typical style when dealing with conflict
- recognise the most appropriate approaches to various kinds of conflict
- employ a win-win approach to resolving conflict
- implement key assertiveness techniques as determined by the situation
- practice empathy, active listening and effective communication in conflict situations

Key Content:

- Conflict levels
- Approaches to conflict
- Self-appraisal of typical approach to conflict
- You have rights (and so do others!)
- Assertiveness Techniques in dealing with conflict:
- Demonstrating empathy
- Active listening skills and effective communication
- A problem-solving focus to conflict resolution
- Skills practice
- Action Plan

Comments by Participants:

- *Plenty of tools, strategies and models for dealing with conflict*
- *Good exploration of the issues around conflict*
- *It helped identify conflicts in our lives and how we deal with them. It also gave us other methods to get win-win outcomes.*
- *Now greater understanding of conflict resolution*
- *Course very much benefited me*
- *Good frameworks to structure future conflict resolution*
- *Good practical ideas to use in everyday situations*
- *It gave me extra strategies to deal with conflict*