

Peace is not absence of conflict, it is the ability to handle conflict by peaceful means.—Ronald Reagan

Target Audience

This conflict resolution training course equips participants with the skills, knowledge and confidence to effectively manage and turn around potentially negative performance situations in the workplace in a clear, assertive and constructive manner.

Course Aim

To introduce practical conflict resolution techniques and strategies that managers and team leaders can effectively utilise when managing conflict in the workplace. It should build on previous training, skills and knowledge of effective performance management.

Course Objectives

By the end of this one-day training course, the participants will have:

- ◆ Defined confrontation and their role in managing conflict in the workplace, to ensure they maximise individual and team performance.
- ◆ Identified their preferred style/s in influencing others and managing conflict and the additional strategies that they need to use to successfully resolve the conflict situation.
- ◆ Demonstrated their skills in resolving conflict and confrontation.
- ◆ Have identified a plan to apply and enhance their communication skills in the workplace to address existing conflicts.

Conflict Resolution Skills Course

Duration: One day / Delegate No: Min 8, Max 20 / Times: 09:30 - 17:30

Welcome and introductions

- ◆ Course objectives and outline for the day
- ◆ Domestic arrangements and style of programme
- ◆ Facilitator presentation and participant personal

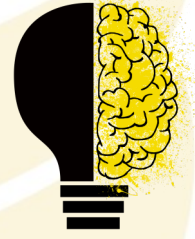
Introductions

- ◆ Current strategies for handling conflict in the workplace
- ◆ Defining confrontation
- ◆ Identifying where you focus your attention and energy
- ◆ Role in managing conflict in the workplace
- ◆ Current conflict resolution strategies
- ◆ Presentation, practice sessions in pairs with co-coaching, facilitated group review

Conflict styles

- ◆ Thomas Kiln conflict styles
- ◆ Recognising different styles of conflict
- ◆ Recognising your own preferred way of dealing with conflict
- ◆ Identifying the impact of different conflict styles
- ◆ Presentation, individual questionnaire and reflection, small group exercise and review

BREAK



Managing the conflict process

- ◆ Crosby's conflict process
- ◆ Reviewing different stages of the conflict process
- ◆ Recognising contributions and potential conflict management strategies to change outcome
- ◆ Presentation, individual reflection and pairs exercise, group review

LUNCH

Influencing and assertiveness styles

- ◆ The wheel of influencing
- ◆ Non verbal elements of influencing
- ◆ Stating wants
- ◆ Using consequences
- ◆ Suggesting and proposing ideas
- ◆ Giving feedback
- ◆ Adapting to the situation with integrity
- ◆ Presentation, pairs exercise and practice, facilitated group review

BREAK

Practice sessions

- ◆ Testing out the use of current and new strategies
- ◆ Practice sessions in pairs or trios, facilitated group review

Action planning and reflection

- ◆ Review of learning and action planning, course feedback
- ◆ Individual reflection and action planning exercise, facilitated group review