CONFLICT RESOLUTION TRAINING

Generate a group quote today

COURSE LENGTH: 1.0 DAYS

Conflict resolution is very important so that individuals and groups can work harmoniously together to achieve the desired results. This Conflict Resolution training course is for leaders or individuals who are tasked to resolve conflicts within the company or organisation.

After attending this Conflict Resolution training course, you are expected to have learned the techniques to identify the source, causes and types of conflict, how to recognise and prevent a conflict at its early stages, the six stages to resolve conflict quickly and professionally, the approaches and communication tools to be used, practical anger and stress management techniques and more.

This comprehensive course is now available in London, Birmingham, Leeds, Glasgow, Sheffield, Bradford, Edinburgh, Liverpool, Manchester and UK wide.

Please click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

CONFLICT RESOLUTION TRAINING COURSE OUTLINE

FOREWORD

Conflict is the result of people having differing needs, opinions, expectations and importantly different perspectives.

The reality of conflict is that in any human relationship it is inevitable, if handled well, conflict provides a powerful avenue for significant growth.

Conflict resolution involves recognising and managing the particular conflict. This is an essential part of building emotional intelligence, and nurturing relationships. Poorly handled conflict can affect both the employees and the clients thereby impacting the company's bottom-line. To maintain your competitive advantage, you need the entire organisation to focus on developing conflict resolution strategies to quickly and effectively resolve conflict, while building trust and commitment with clients and colleagues.

This **Conflict Resolution Training Course** provides techniques for individuals in an organisation to resolve workplace conflict and build a common understanding and framework for working through challenging conflict situations. We have, after much research, decided to focus on the Win-Win Approach using the three critical skills of conflict resolution – Negotiation, Assertiveness and Persuasion. These skills will enable the participants to develop conflict resolution strategies for quickly and effectively recognising, resolving and preventing conflict.

OUTCOMES

In this course participants will:

▶ Gain a thorough understanding of the sources, causes and types of conflict
▶ Master all six phases of the conflict resolution process
▶ Understand the five main approaches to conflict resolution
▶ Learn to apply conflict resolution approaches
▶ Learn how to use parts of the conflict resolution process to recognise and prevent conflict before it escalates
▶ Develop communication tools such as agreement frames and open questions
▶ Learn practical anger and stress management techniques

MODULES

Lesson 1: Conflict – is it all bad?

▶ Welcome
▶ What do we mean by Conflict?
▶ The Basis of Conflict
▶ Reflection

Lesson 2: Understanding Your Response to Conflict

▶ The Learning Dimension Profile
▶ The Thomas-Kilmann Conflict Mode Instrument (TKI)
▶ Reflection

Lesson 3: What makes up conflict?

▶ From Wince to Scream
▶ Filters
▶ Emotions and Conflict
▶ Reflection

Lesson 4: How Managers Can Add to Conflict

▶ Micromanagement
▶ Poor Understanding
▶ Vague Expectations
▶ Setting Poor Standards
▶ Reflection

Lesson 5: Resolving Conflict Between Others

▶ Planning and Setting up a Meeting
▶ Running a Mediation Meeting
▶ Negotiating a Solution
▶ Developing an Agreement
▶ Reflection

Lesson 6: When Conflict Involves You

▶ Conflict Mapping
▶ Having a Balanced View
▶ Overcoming Resistance to Meet
▶ During the Meeting
▶ Reflection

Lesson 7: Implementing Agreements

▶ Paying Attention
▶ Follow-up Meetings
▶ Reflection

Lesson 8: Reflections

▶ Create an Action Plan

WEB LINKS

▶ View this course online
▶ In-house Training Instant Quote