

CONFLICT RESOLUTION

This program is designed to provide attendees with self-insight & tools to handle conflict more effectively. Sessions are interactive and practical to provide maximum practice and hands-on learning. It offers proven methods for recognizing & resolving conflict.

Introduction

- What is conflict?
- Program objectives
- Your objectives

Conflict Resolution in Practice

- Self-reflection - How do I act in conflict situations?
- How do others perceive me?

Interactive Overview of Conflict

- Workshop – The most prevalent factors that promote conflict
- Understanding Conflict & What Causes Conflict

What You bring to Conflict Situations

- Group exercise: Feelings about conflict (emotions)
- Self-assessment questionnaire: Determining your conflict handling style
- Role play: Experiencing different approaches to Conflict
- Lecturette: Misunderstandings in Conflict Situations
- Writing task: Viewing others objectively

Conflict Resolution Effectiveness

- Group exercise: Stating Complaints and Requesting Change
- Group exercise: Destructive Arguments
- Individual exercise: Dealing with Difficult People
- Workshop: Reframing Conflict Scenarios – Creating Win/Win PLUS The Steps of Negotiation
- Role play: Putting it all together – Using the steps in Negotiation
- Workshop: Four steps for Breaking a Stalemate

Goals to Improve Conflict Resolution

- Writing task: Conflict Resolution Action Plan
- Individual exercise: Obstacle Assessment

Facilitation: 1 x day (1 Gold Seal Special Industry Course (SIC) Point)