PROFESSIONAL DEVELOPMENT TRAINING

Conflict Resolution Training

1300 121 400

REQUEST QUOTE

1.0 DAY COURSE

Learning how to manage and resolve conflict is a key skill for anyone who works in a team, communicates directly with customers or has a supervisory or managerial role. Resolving interpersonal conflict can be very empowering and should be a part of everyone's professional development goals.

This Conflict Resolution Course by PD Training provides techniques for individuals in an organisation to resolve workplace conflict and to build a common understanding and framework for working through challenging situations. The course was designed, after much research, to focus on the Win-Win Approach using the three critical skills of conflict resolution; Negotiation, Assertiveness and Persuasion.

These skills will enable the course participants to develop conflict resolution strategies for quickly and effectively recognising, resolving and preventing conflicts with others. Learn key skills like how to compromise and negotiate, finding the root cause of the issue, the importance of forgiveness, anger management strategies and de-escalating challenging situations.

Attend a 1-day Conflict Resolution Training Class, or have one of our professional trainers come to your workplace in Brisbane, Sydney, Melbourne, Canberra, Adelaide or Perth.

Please click on the Public Class tab below to view our Conflict Resolution course schedule by city or click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

What You'll Gain:

Conflict is the result of people having differing needs, opinions, expectations and often completely different individual perspectives. The reality of conflict is that in any human relationship it is inevitable, but if managed well, conflict can provide a powerful avenue for significant personal and professional growth.

Conflict resolution involves recognising and managing a particular conflict as well as being aware of potential upcoming conflicts. This is an essential part of nurturing your relationships. Poorly handled conflict can affect both the employees and the clients, thereby negatively 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.

Outcomes

In this course participants will learn how to:

- 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?

- What Do We Mean by Conflict?
- The Basis of Conflict

Lesson 2: Understanding Your Response to Conflict

- Your REACH profile
- How you handle conflict
- The Thomas-Kilmann Conflict Mode Instrument (TKI)

Lesson 3: What Makes Up Conflict?

- Escalating Tension and Conflict
- Common Causes of Conflict
- Filters
- Emotions and Conflict

Lesson 4: How Managers Can Add to Conflict

- Poor Understanding
- Vague Expectations
- Setting Poor Standards

Lesson 5: Resolving Conflict Between Others

- Conflict Resolution Process
- Planning a Mediation Meeting
- Running a Mediation Meeting
- Restating
- Negotiating a Solution
- Developing an Agreement

Lesson 6: When Conflict Involves You

- Conflict Mapping
- Overcoming Resistance to Meet

Lesson 7: Implementing Agreements

- Follow-up Meetings

Talk to our expert team

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