



Conflict Resolution Skills

Duration: Two-day Workshop

Conflict Resolution Skills workshop begins with the idea that conflicts can't be avoided, and they can actually propel innovation if handled effectively. This workshop gives participants the tools to face conflicts fearlessly and remain neutral while navigating toward a positive outcome. Understanding how to confront and resolve conflict can lead to better organizational productivity and improved interpersonal relationships

Objective

- Gain insights into their conflict management style
- Receive the tools to identify the conflict styles of others
- Learn different methodologies on how to resolve conflict

Workshop Topics:

- Define conflict and learn about the types of conflict
- Understand the most common sources/ causes of conflict
- Identify how conflicts arise and are perceived in the organization.
- Understanding what causes conflict to escalate or de-escalate
- Uncovering the interests that underlie conflicts and building common ground
- Learn the elements of a good conflict resolution process
- Develop an understanding of your personal preference for dealing with conflict and which style would be more appropriate in particular circumstances.
- Learn anger theory and strategies for how to cope with anger
- Work through a real-life conflict situation that you have dealt with or are facing
- Learn how to defuse conflict by using effective questioning and listening techniques
- Develop a personal action plan for coping with conflict in the future
- Tackle conflict in its earliest stages to prevent it becoming too large to handle
- The use of listening and questioning skills to resolve conflict