



# CONFLICT MANAGEMENT – 02 DAY WORKSHOP

## Course Overview

Conflict is an inevitable part of our lives but how we view it and how we deal with it can turn it from being an unpleasant experience into one where we learn and grow. This course will help you to understand how conflict can be positive and will introduce you to tools and techniques that will assist you to effectively deal with conflict situations.

## Course outline

Conflict within the workplace can impact on productivity and staff morale. Developing and maintaining positive relationships with internal and external stakeholders is *essential* within today's diverse workforce. Identifying and dealing effectively with difficult people and situations involves positive communication, active listening and problem solving skills.

## Learning objectives

- Types of conflict in the workplace and how it can manifest
- Explore the different ways conflict can be expressed such as aggression, assertion and passiveness
- Gain effective tools and strategies to deal with difficult situations and people
- Explore the use of assertiveness, active listening, communication, body language and teamwork to overcome conflict
- Responding to diversity
- Learn more about yourself and others and managing conflict
- Gain confidence in managing other's conflict and your response to it
- Providing a safe place to share and discuss problems encountered in the workplace
- Grievance procedures

## Course Syllabus

### What is conflict?

- Causes of conflict
- Why people can seem difficult
- Differences, diversity and opportunity

### Diagnostic clinic

### Communication skills for conflict resolution

- Active listening
- Effective questioning
- Rapport building
- 3 perspectives
- Saying 'No'
- Assertive behavior
- Effective promising



### **Win-win negotiating**

- 10 tips for negotiating
- Aligning conflicting or competing outcomes
- Effective behaviour for successful negotiating

### **Handling customer complaints**

- Turn complaint into compliment
- Establishing the issue
- Determining a course of action
- Following up

### **Managing stress**

- Identifying signs of stress
- Keeping your cool
- Venting appropriately

### **Planning into action**