

CONFLICT RESOLUTION



Manage conflict to ensure positive outcomes for team performance & culture

The goal of successful conflict management is not its elimination, but to reduce its harmful effects and maximise its useful ones. Achieve this by identifying and building on the constructive conflict management skills your employees possess.



Workshop Content

Participants explore practical approaches for improving behaviours to promote more effective workplace conflict resolution. This workshop is highly interactive and includes practice sessions. The workshop content focuses on 3 areas:

- **Understanding Conflict** - defining a "conflict" situation, identifying sources of conflict or challenge, understanding differing perspectives, reading a situation and identifying conflict indicators, recognising how values and motivations influence behaviour, understanding personal approaches to conflict, identifying different conflict management styles
- **Communicating Effectively in Conflict Situations** - understanding the power of language and active listening in minimising conflict, using the right questions to uncover needs, assertive vs. aggressive communication, thinking professionally not personally, planning your approach to tackling conflict and objections
- **Resolving Conflict** - analysing others needs, techniques to manage conflict and maintain relations, skills to resolve conflict in a flexible manner



Learning Outcomes

Upon completion of this workshop, participants will be able to:

- Better define and understand "conflict" situations
- Understand the physiological response to conflict and how this influences the behaviour we choose
- Understand and appreciate your own response and reaction to conflict
- Manage emotions during conflict
- Develop the ability to identify a range of conflict management styles
- Identify steps to navigate difficult conversations and practice around a real scenario
- Appropriately communicate their position in conflict situations through language used, listening and questioning
- Explore how to improve your influencing skills
- Approach a situation of conflict with a toolkit of positive actions to ensure a more constructive outcome



Recommended Audience:

Anyone in the position of needing to manage difficult situations and conversations



Delivery:

Face to Face or Virtual



Course Duration:

1 Day or 2 Days depending on needs and desired outcomes (Can be split into ½ Day modules)



No. of attendees:

12

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communication | leadership | coaching



Building 6, 4 Clarke Road, Woolwich NSW 2110



PO BOX 314, Hunters Hill NSW 2110



+61 2 9844 2999



talkforce.com.au



ABN 57 078 528 355