



DEALING POSITIVELY WITH CONFLICT

Develop the skills to 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 unlock the positive benefits. Your team can achieve this by gaining an understanding of conflict drivers and developing the skills and techniques to manage different situations that arise and how best to respond.

Workshop Content

This workshop enables participants to understand the different types of conflict and the benefits of generating constructive debate, new ideas and a dynamic team environment.

The workshop focuses on three areas:

- **Understanding Conflict** - defining conflict situations, identifying sources of conflict/challenge, understanding different perspectives, reading a situation and conflict indicators, how values and motivations influence behaviour, conflict management styles
- **Communicating Positively and Effectively in Conflict Situations** - 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, tackling objections
- **Resolving Conflict** - managing conflict and maintaining relations, flexible resolution skills



Learning Outcomes

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

- Recognise the different types of conflicts and why it can be a positive influence
- Approach a conflict situation with a toolkit of positive actions to deliver more constructive outcomes
- Understand the physiological responses to conflict and how this influences the behaviour we choose
- Identify steps to navigate a difficult conversation
- Develop an approach to address conflict within teams
- Identify their preferred conflict management style in addition to other styles, and when to use them
- Recognise constructive and destructive responses in managing conflict



Recommended for:

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



Delivery:

Face-to-face or virtual



Workshop duration:

Half or full day



No. of attendees:

12

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communication | leadership | coaching



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