

Conflict Resolution



Category: Communication

Increased understanding and group cohesion occurs when conflict is resolved effectively, and people's awareness of a situation is expanded. Participants in this course will identify the positive and negative aspects of conflict and learn how to implement strategies to form resolutions with a positive outcome.

Duration

1 day

Course Objective

This course has been developed to explore the attitudes, behaviour, and strategies that help people manage conflict constructively within the workplace.

Who Should Attend / Target Audience

Anyone who is required to mediate conflicts and wants to increase their skill at negotiating effective agreements.

Learning Outcomes

- Recognise the various stages of conflict.
- Understand Emotional Intelligence and how this will affect those around you.
- Be able to utilise effective listening techniques in the workplace.
- Recognise and use strategies to mediate and resolve conflict.

Course Content

Introducing conflict - *recognising conflict handled poorly and how to manage conflict skilfully.*

Stages of conflict - *Examining the 5 stages of conflict.*

Choosing a conflict management style - *developing an understanding of various styles and methodologies of conflict management.*

The ladder of inference - *understand the thinking steps that can lead you to jump to wrong conclusions.*

Emotional intelligence - *know your EI and how it impacts on those around you.*

Our brain - *understand the different functions of your brain and where emotions, thoughts and information is processed.*

Effective listening - *outlining four general listening response patterns and their effectiveness.*

What is assertiveness? - *defining assertiveness and how it impacts on conflict resolution.*

Resolving conflict - *7 steps to resolving conflict in a positive manner.*

Mediation - *finding a positive solution to conflict via mediation.*

Related Courses

- Assertiveness
- Effective People & Communication Skills
- Supervision & Management of People,

Next Level Course

Negotiation Skills

Availability

In House Closed Group Public

Version: 4/1/09

MELBOURNE
SYDNEY
BRISBANE
TOWNSVILLE
CAIRNS

Phone 1300 793 951
Fax 1300 793 952

Web www.odysseytraining.com.au
Email info@odysseytraining.com.au