

Workshop Aims

Conflict is inevitable - it comes about from differences in needs, values and motivations. The conflict itself is not the problem; how we handle it may be. If handled poorly it will sap energy and impact the quality of relationships and possibly decision making. Resolving conflicts requires skills. This workshop will explore how to stay alert and be proactive rather than reactive to conflict and perceive it in a positive light.

Workshop Objectives

By the end of the course you will be able to

- Identify factors that can lead to conflict in your organisation
- Apply strategies to manage the conversation and outcome
- Practice strategies to remain calm and in control
- Build awareness to manage resistance and challenging behaviours

Workshop Format

The programme will be highly participative and include discussions, exercises and practice to address the objectives. The participants will be encouraged to interact and discuss the relevant areas to ensure that knowledge and skills are developed. Discussions and ideas will be related to the participants own situations.

Workshop Content

- Introduction, objectives and expectations
- Conflict explored: We will discuss what conflict is, factors that create workplace conflict, the opportunities that conflict can create, the learning potential of conflict and explore existing patterns of behaviour to resolve conflict.
- Recognising the warning signs: There are different levels of conflict from initial discomfort all the way to a crisis. It is important to learn to recognise the signs at an early a stage as possible where emotions are not charged. Ignore the signs and you may create an emotionally charge conflict. We will explore the signs and different levels of conflict along with approaches to create safety in the ensuing discussions.
- Approaches to conflict: If you react to conflict with *Fight* or *Flight* response the learning opportunities may well be lost. The *Flow* approach will allow you to resolve the conflict in a way that creates safety for all, opens the dialogue and supports resolution. We will explore the different approaches, the participants default style and the skills required – this include – developing a win-win approach; taking a creative approach; using empathy; being appropriately assertive; using power appropriately; managing emotions – both yours and that of others, mapping the conflict, broadening perspectives and developing options
- Establishing trust, rapport and building the relationship: The role that trust, rapport, listening and your personal presence plays in conflict resolution. We will look how to

Conflict Resolution Skills

establish rapport, credibility and create the right impression. The participants will work on being truly present when listening, tuning in rather than tuning out and work with multiple perspectives.

- Action plan: All participants will develop an action plan to transfer learnings back to the workplace.

This outline can be further tailored in content and duration to your organisation's needs. Contact us to discuss further.