

# Conflict Resolution



## Overview:

Conflicts are a natural and inevitable part of people working together, sharing diverse thoughts, concerns, perspectives, and goals. As a manager, you will deal with conflict situations both as a mediator (to help resolve conflicts between others) and as a participant (when you, yourself, are in conflict with someone). These situations can be complex and difficult to manage.



## Benefits of completing this course:

- Understand conflict and how it escalates
- Use five common conflict resolution techniques
- Learn when and how to intervene
- Strengthen team communication, trust and morale



## Audience:

- Anyone who needs to learn how to manage and resolve conflict in the workplace
- Managers, Supervisors and Team Leaders who need to manage team conflict



## Learning Outcomes:

- Understand the nature of human conflict and ways to manage it.
- Explain the importance of listening when dealing with conflict situations
- Appreciate the different listening techniques.
- Define and discuss the process of negotiation, mediation and facilitation



## Delivery:

Workshop



## Course duration:

**1 day**



## Certificate:

Certificate of Attendance



## Competencies:

- Negotiation
- Mediation
- Problem Solving
- Interpersonal skills and Communication

### Delivery Options



Public Schedule



Live-Online



Group Training



In-house

### To book this course:

Call: **1300-2GO-CTS**

Web: [www.ctstraining.com.au](http://www.ctstraining.com.au)

Email: [info@ctstraining.com.au](mailto:info@ctstraining.com.au)

## Conflict Resolution

### Topics covered ...



#### Types of Conflict

- Personal conflict
- Interpersonal Conflict
- Group Conflict
- Open and hidden conflict
- Measuring Levels of Conflict
- Positives and negatives of conflict

#### Causes of Conflict

- Communication
- Personal
- Process

#### Personality and Conflict

- How your personality affects the way you deal with conflict
- Personality clashes
- Johari window
- Behaviours in conflict

#### Methods of Handling Conflict

- Avoidance, Competing, Accommodating, Compromising, and Collaborating
- Assessing your own conflict-handling style
- Developing greater style flexibility
- Building rapport with opposite thinking styles
- Establish root cause of conflict rather than responses to conflict

#### Communication in Conflict Resolution

- The Communication Funnel
- Barriers to effective communication
- Questioning and Listening Skills
- Paraphrasing and reframing

#### Understanding Conflict Responses

- Blame
- Justification
- Denial
- Handling emotions

#### Conflict Management

- Conflict Management Steps
- Choosing the appropriate conflict management style that fits the situation
  - Win/win approach
  - Perfection, discovery and creative responses
  - Empathy
  - Assertiveness
  - Co-operative Power
- Mapping conflict to resolution

#### Negotiating

- Separate people from the problem
- Focus on interest not position
- Generate several options
- Use objective standards
- Phases of Negotiation
  - Preparation
  - Interaction
  - Close
- Assessing your Negotiation Style

#### Mediation

- Meaning of Mediation
- Uses of mediation
- Running a mediation session
- Qualities of a mediator
- Stages of mediation

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