

### Conflict Resolution: Getting Along in the Workplace

Duration: 2 days

#### Overview:

Through this workshop, you will begin to both demystify and better manage everyday disputes, in order to resolve problems without damaging relationships. You will improve your ability to constructively manage the conflicts in which you are involved, as well as helping to mediate disputes for others.

#### Key Participant Benefits:

- Understand what conflict is and how it can escalate.
- Recognise the five most common conflict resolution styles and when to use them.
- Increase positive information flow through non-verbal and verbal communication skills.
- Develop effective techniques for intervention strategies.
- Become more confident of your ability to manage conflicts to enhance productivity and performance

#### Key Business Benefits

- Boosts productivity through time saving, ease of management and focus on the 'right' issues
- Staff are more protected and likely to stay
- Strengthen staff trust and morale.
- Creates a better feeling and stronger organisation

#### Lesson 1: Defining Conflict

- What is Conflict?
- The positives and negatives of conflict

#### Lesson 2: Types of Conflict

- Inner Conflict
- Personal Values
- Interpersonal Conflict
- Group Conflict

#### Action Planning Exercise – Part 1

#### Lesson 3: Stages of Conflict

- The eight stages of conflict
- Prevention and Intervention Points
- Conflict Outcomes
- Strategies for Dealing with Conflict

#### Lesson 4: Johari Window

- Expanding your personal awareness
- The Johari Window defined
- Understand your own Window

#### Action Planning Exercise – Part 2

#### Lesson 5: The Role of Communication in Conflict Resolution

- Perceptual filters
- Barriers to communication
- Active listening
- Understanding body language
- Building Rapport
- Questioning and listening skills
- Paraphrasing
- Empathy
- Delivering Feedback

#### Action Planning Exercise – Part 3

#### Lesson 6: Advanced Communication Techniques

- 3 step Intervention Strategy
- Intervention Wording for Specific Situations
- Dealing with Resistance
- Resistance Scenarios

#### Lesson 7: Conflict Resolution Style Questionnaire

- Undergo the Questionnaire
- Interpret your style
- Analyse benefits and detriments

#### Action Planning Exercise – Part 4

#### Lesson 8: Conflict Outcomes

- Win/Lose
- Win/Win
- Lose/Lose
- Strategies to achieve optimum outcome

#### Action Planning Exercise – Part 5

#### Lesson 9: Facilitation skills

- Facilitation Overview
- Step One: Venting Emotions
- Step Two: Resolving the Issue
- Practical Application

#### Lesson 10: Mediating and resolving

- Resolution Process
- Following the steps
- 5 Phases
- Practical Application

#### Action Planning Exercise – Part 6

#### Action Planning Exercise - Recap

- Developing a framework for success in the workplace

#### Recommended Reading List