

## **Resolving Conflict**

### ***[One-Day Program]***

Conflict confronts us daily - on the TV, in the newspaper or on the radio. It seems to be an inevitable part of life, almost from the moment we first start to explore our world, to establish our own territory and come up against parents who set boundaries and fight for domination.

While as individuals we may not be able to achieve world peace, it is possible to learn skills for handling difficult situation in ways that resolve conflict before it even begins; to deal sensitively with people so that workplace relationships, and productivity, are maintained.

This program aims to increase the effectiveness of managers and leaders in handling difficult communication situations in the workplace. It will provide them with the skills, tools and confidence to build a positive workplace environment. It will also equip them to handle conflicts that do arise in a positive, constructive way.

#### **Content includes:**

- ❑ Why conflict occurs – the challenges and benefits
- ❑ How people behave in conflict
  - Fight, flight, flex
  - Considering alternative strategies
- ❑ Personal challenges in communicating with staff and others.
  - Identifying the expectations of people involved
  - Counselling, conflict resolution or communication – making the choice
  - Taking a leadership perspective – recognising positives, thinking challenges, not conflict
- ❑ Five steps to changing our approach to conflict
- ❑ Strategies for
  - improving relationships between staff
  - dealing with the expectations and concerns of stakeholders
  - minimising the chances of conflict arising
  - increasing personal assertiveness skills
  - handling conflict constructively
  - solving problems in a collaborative fashion
- ❑ Five steps to managing conflict
- ❑ Handling more difficult situations
  - Telephone situations
  - Workplace Bullying
  - Harassment
  - Aggression and violence
- ❑ Managing yourself , maintaining balance under stress

#### **Learning Outcomes:**

Participants will be able to:

- ❑ Confidently handle difficult workplace interactions
- ❑ Resolve potential conflicts before they 'explode'
- ❑ Address problems in a collaborative fashion
- ❑ Handle difficult people and situations with dignity
- ❑ Identify and use strategies for improving relationships between people
- ❑ Identify stress levels and learn how to modify their impact, leading to better health and a more productive working environment