

## CONFLICT RESOLUTION

Workplace conflict and disagreements cost time and money, increase stress and turnover, and reduce productivity. This interactive and practical workshop provides participants with the skills to resolve a range of workplace conflict situations. Participants will learn their preferred conflict style, and a step-by-step model for resolving conflict and disagreements skillfully.

### OBJECTIVES

At the end of this course participants should be able to:

1. identify their preferred conflict style,
2. use a structured approach to resolving conflicts
3. use listening as a strategy to bring people to a desired outcome
4. use language that will enhance problem solving
5. use proven methods of negotiation and influence.

### KEY TOPICS

- ✓ The cost of workplace conflict
- ✓ How disagreements can escalate
- ✓ Your preferred conflict style
- ✓ Listening as a Conflict Strategy.
- ✓ The conflict resolution pathway
- ✓ Speaking to be heard – how to assertively and respectfully express your needs in a conflict
- ✓ Reframing – changing language so that both parties see things in a different light.
- ✓ Cialdini's *Six Rules of Influence*.

**LENGTH:** One day

**APPROACH:** Self-discovery and 'learning by doing' are the cornerstones of this program. Participants will be given multiple opportunities for skill practice. The emphasis is on useful techniques that can be applied immediately in the workplace.