



Conflict Resolution Skills Training Course Outline

Introduction:

Conflict is the result of people having differing needs, opinions, and expectations. The reality of conflict is that in any human relationship it is inevitable. More importantly, if handled well conflict provides a powerful avenue for significant growth. Hence developing good conflict resolution techniques is very important.

Conflict resolution involves recognising and managing the particular conflict. This is an essential part of building emotional intelligence, and nurturing relationships. Poorly handled conflict can affect both the employees and the clients thereby impacting the company's bottom-line. To maintain your competitive advantage, you need the entire organisation to focus on developing conflict resolution strategies to quickly and effectively resolve conflict, while building trust and commitment with clients and colleagues.

This **Conflict Resolution Skills** Training program provides techniques for individuals in an organisation to resolve workplace conflict and build a common understanding and framework for working through challenging conflict situations. We have, after much research, decided to focus on the Win-Win Approach using the three critical skills of conflict resolution – Negotiation, Assertiveness and Persuasion. These skills will enable the participants to develop conflict resolution strategies for quickly and effectively recognising, resolving and preventing conflict.

Foreword

There are many innate responses to conflict, most of these purely emotional responses are not constructive - especially when there is a need to maintain and develop ongoing professional relationships.

Course length

- 1-day

Who should attend?

The Conflict Resolution Skills Training course will benefit all supervisors and managers that want to improve productivity from their conflict challenged team, and all staff that want to learn how to handle conflict positively and effectively.

Learning Outcomes

- Understand conflict
- Resolve conflict
- Create an effective atmosphere
- Create mutual understanding
- Focus on individual needs
- Get to the root cause
- Generate options
- Build a solution
- Use individual process steps
- Ask open questions

Conflict Resolution Training Course - Lesson 1 **An Introduction to Conflict Resolution**

- What is Conflict?
- What is Conflict Resolution?
- Understanding the Conflict Resolution Process

Conflict Resolution Training Course - Lesson 2 **Conflict Resolution with the Thomas-Kilmann Instrument**

- Collaborating
- Competing
- Compromising
- Accommodating
- Avoiding

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| <p>Conflict Resolution Training Course - Lesson 3 Creating an Effective Atmosphere</p> <ul style="list-style-type: none">• Neutralising Emotions• Setting Ground Rules• Choosing the Time and Place | <p>Coaching and Mentoring Training Course - Lesson 4 Creating Mutual Understanding</p> <ul style="list-style-type: none">• What do I Want?• What do They Want?• What do We Want? |
| <p>Coaching and Mentoring Training Course - Lesson 5 Focusing on Individual Needs</p> <ul style="list-style-type: none">• Finding Common Ground• Building Positive Energy and Goodwill• Strengthening your Partnership | <p>Conflict Resolution Training Course - Lesson 6 Getting to the Root Cause</p> <ul style="list-style-type: none">• Examining Root Cause• Creating a Cause and Effect Diagram• The Importance of Forgiveness• Identifying the Benefits of Resolution |
| <p>Conflict Resolution Training Course - Lesson 7 Generating Options</p> <ul style="list-style-type: none">• Generate, don't Evaluate• Creating Mutual Gain Options and Multiple Option Solutions• Digging Deeper into your Options | <p>Conflict Resolution Training Course - Lesson 8 Building a Solution</p> <ul style="list-style-type: none">• Creating Criteria• Creating a Shortlist• Choosing a Solution• Building a Plan |
| <p>Conflict Resolution Training Course - Lesson 9 The Short Version of the Process</p> <ul style="list-style-type: none">• Evaluating the Situation• Choosing your Steps• Creating an Action Plan• Using Individual Process Steps | <p>Conflict Resolution Training Course - Lesson 10 Additional Tools</p> <ul style="list-style-type: none">• Stress and Anger Management Techniques• The Agreement Frame• Asking Open Questions |

Conflict Resolution Training is one of the Professional Development Training Courses delivered by **contract trainers** in Brisbane, Sydney, Canberra, Melbourne, Adelaide and Perth.

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