

Managing conflict

Reaching agreement with confidence

Managing and making the most of conflict in the workplace is everyone's responsibility – particularly the leaders. Unresolved conflict demands our energy. We all know how exhausting, unproductive and even dangerous an unresolved conflict can be.

Managing conflict is an intensive program where participants learn and practice skills using a variety of case studies and with different people to build confidence in having difficult conversations and resolving conflict.

Recommended for

Managers, team leaders, project managers, or anyone who wants to be proficient in dealing with conflict and reaching agreement with others on daily operational matters.

Purpose of the program

Participants will have the confidence and skills to lead in resolving conflict situations and successfully conducting difficult conversations.

Program content

- The causes of, and our responses to, conflict
- Functional and dysfunctional conflict
- Approaches to handling conflict and difficult situations
- Attitude, curiosity and discovery
- Commencing and conducting the conversation
- Needs, concerns and meaning
- Dealing with emotions and welcoming feedback
- Reaching and implementing an agreement

Learning outcomes

By the end of this module participants will have further developed:

- The knowledge, skills and attitudes to lead in the resolution of conflict situations
- Ways of effectively managing people and situations they find difficult so that the outcomes are positive
- An increase in their assertiveness when they find themselves in conflict and difficult situations
- Ways of managing emotions in conflict and difficult situations
- An understanding of and ways of applying the organisation's values and policies in the workplace
- Positive relationships with other participants for use as resources and support into the future

Master the skills

This is a highly interactive and practical program. In the workshop, participants will conduct numerous "difficult conversations" involving conflict. It will also include the following:

- Personal conflict management profiles will be established
- Extensive and detailed course notes will be provided
- A variety of unique scenarios will be played out in conversations with different people to ensure a breadth of learning
- All learning is recorded in a Personal Learning Journal

**Discover it, learn it, practise it, make it your own
*then do it for real!***

Create your innovative workplace:

- Two-hour creativity taster for your team
- Half day and full day creativity and innovation workshops for workplaces
- Innovation leadership development
- Key note presentations and breakout workshops
- Innovation consulting – create an innovation culture in your organisation

Results through **INNOVATION**