

New Perspectives On Conflict Resolution

1 Day

Conflict at work is hard to avoid. But after this workshop you'll be able to see it coming, confront it confidently and get positive results in tough situations. Find out how to bring up an issue without inflaming a situation. Then get practical experience using a range of conflict resolution tools such as conflict maps, option generators and "yes and" language strategies.

What you'll learn to do in this course

You'll come out of this session with powerful tools for resolving conflict. We'll bring theory to life and tell you how to succeed. A range of practical tips will be presented to you. You'll talk through examples and enjoy practical exercises. At the end of the course, you should be able to:

- Get in early to stop conflict sparking
- Make people listen
- Talk about problems without inflaming people
- Think of ways to move beyond conflict
- Manage power plays and emotional games
- Handle the unfair tactics people use during conflict

Topics you'll cover

- Defining conflict
- Key principles of conflict resolution
- Recognising early signs of conflict
- Identifying conflict styles
- Getting people to listen
- Finding out what's wrong
- Simple steps for problem solving
- Dealing with barriers to conflict resolution

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think
learn?
succeed

“Smart training for clever people”

What others have said
about the course...

“Practical, realistic and useful content
for both in the workplace, and outside
of it.”

“Great personal stories that allowed us
the opportunity to reflect and connect
with the theory.”

“Learnt some very practical ways to
get over conflict at work and at home.”



Book your training NOW

Call Eleanor Shakiba on 0433 126 841

Download course information at
www.thinklearnsucceed.com.au