

Conflict Management

Difficult situations are inevitable. This course will help you to understand the mechanisms at play when you're in a difficult situation. You'll learn and practise behaviours that will navigate you through the tough times and help you avoid them in the first place. The program explores a number of techniques that allow you to take the initiative to change a difficult situation.

Snapshot

Duration: 1 day

Learning Outcomes

At completion of this course, participants will be able to evaluate and implement the following:

- Identify the elements of a difficult situation
- Analyse what works and doesn't work when dealing with difficult situations
- Describe your reactions to difficult situations and how they shape outcomes
- Use listening, paraphrasing and questioning to ensure you understand the other person's perspective
- Apply assertive techniques to respond to difficult work place situations
- Define conflict and identify your style in conflict situations
- Apply a process for resolving workplace conflicts

Course Content

Introduction

- Setting the context
- Who's at the helm?
- Your personal objectives Learning outcomes

The Nature of Difficult Situations

- What is a difficult situation?
- Downloading your difficult situations

How We React to Difficult Situations

- The impact of reactions
- Identifying automatic reactions Intention versus impact

Understanding Self and Others

- Recognising similarities and differences
- Difficult people or difficult situations?
- Changing perspectives

Responding Assertively

- Responding Assertively to Difficult Situations
- What is assertive behaviour?
- Building your assertiveness
- Dealing with passive aggressive behaviour

Resolving Conflict

- What is conflict?
- Conflict response styles
- Resolving conflict
- Addressing unresolved issues

Action Planning

- Set an action plan to proactively manage unconscious bias for yourself and your team