

Conflict Resolution Skills

Half day workshop

For a multitude of reasons conflict is inherent in almost every workplace. As in personal life, conflict in organisations is a normal thing. In today's environment of competing interests and diversity of needs, we need additional skills in order to address conflict constructively. Ultimately poorly managed conflict can have a significant negative impact on the bottom line of an organisation.

Workshop outcomes

Participants will gain:

- An understanding of the nature of conflict and its causes.
- Skills on how to engage creative contention and resolve destructive conflict early.
- A practical guide on how to approach unresolved conflict.
- Recognition of unique preferences and behaviours when working in a team.
- Ways to adapt their style to improve their management of conflict situations.
- An appreciation of what different behaviours may look like when under stress, and how people of diverse styles react differently to conflict.
- Awareness of what unresolved conflict can cost an organisation.
- Discover a non-threatening way to communicate preferences and discuss differences.
- An understanding of how their own and others behaviours may be interpreted in different ways.
- Insight into how ineffective process can lead to unresolved conflict escalating
- The opportunity to role play with conflict resolution experts who will challenge and engage participants to apply their newly acquired skills and behaviours.

Workshop benefits

This practical, skills development workshop is designed to help participants identify and understand conflict, how to resolve it, how to establish a climate of cooperation regardless of peoples differences and needs. Participants have an opportunity to work on skills and techniques that can help them deal more effectively with conflict.

This workshop will be most useful if participants work on 'real and relevant' situations, in which they can discover new approaches to formulate into an effective action plan.

How we respond to a conflict or potential conflict can determine whether it is prevented, resolved or allowed to escalate into an all-out dispute.

Workshop cost

\$320 plus GST per participant

(Please note: for a private tailored program with greater than twelve (12) participants – please contact us for pricing)

Workshops can be held on-site at the workplace

For more information or to book a workshop call Liz Kelly on 1300 971 805 or email lizkelly@tlconsult.com.au