

Conflict Resolution Skills

Full day workshop

As in personal life, conflict in organisations is a normal thing. In today's environment of competing interests and diversity of needs, managers need additional skills in order to address conflict constructively. Whether the conflict is between the board and staff, board and executive, national, regional and local entities, different geographic regions, different business units, destructive conflict is taking energy away from effective leadership and management. Ultimately poorly managed conflict can have a significant negative impact on the bottom line of the 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.
- Self reflection on how their personal style impacts on responses to conflict.
- Ways to adapt their style to improve their management of conflict situations.
- An appreciation of how to prevent negative conflict.
- Awareness of what unresolved conflict can cost an organisation.
- Proficiency in using effective behaviours to gather information about conflicts.
- Improved face to face communication and rapport building skills.
- Tips on how to deal effectively with feelings and defensive reactions.
- An understanding of different personality styles and associated conflicts.
- An appreciation of the role of mediation in resolving difficult conflicts.
- 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

\$670 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