

## CONFLICT RESOLUTION TRAINING

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**COURSE LENGTH: 1.0 DAYS**

Conflict in human relationships, even good relationships, is inevitable. Learning how to manage conflict is a key skill for anyone that works in a team, interfaces with customers or has a supervisory role.

The PD Training Conflict Resolution Training Course empowers participants with the techniques to identify the source of conflict, how to manage and resolve it quickly with professionalism.

Attend a Conflict Resolution Training Class today, or have one of our professional trainers come to your workplace in Auckland, Wellington or Christchurch.

Please click on the Public Class tab below to view our Conflict Resolution course schedule by city or click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

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## CONFLICT RESOLUTION TRAINING COURSE OUTLINE

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### FOREWORD

Conflict is the result of people having differing needs, opinions, expectations and importantly different perspectives.

The reality of conflict is that in any human relationship it is inevitable, if handled well, conflict provides a powerful avenue for significant growth.

Conflict resolution involves recognising and managing the particular conflict. This is an essential part of building emotional intelligence, and nurturing relationships. Poorly handled conflict can affect both the employees and the clients thereby impacting the company's bottom-line. To maintain your competitive advantage, you need the entire organisation to focus on developing conflict resolution strategies to quickly and effectively resolve conflict, while building trust and commitment with clients and colleagues.

This **Conflict Resolution Training Course** provides techniques for individuals in an organisation to resolve workplace conflict and build a common understanding and framework for working through challenging conflict situations. We have, after much research, decided to focus on the Win-Win Approach using the three critical skills of conflict resolution – Negotiation, Assertiveness and Persuasion. These skills will enable the participants to develop conflict resolution strategies for quickly and effectively recognising, resolving and preventing conflict.

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### OUTCOMES

#### In this course participants will:

- ▶ Gain a thorough understanding of the sources, causes and types of conflict
- ▶ Master all six phases of the conflict resolution process
- ▶ Understand the five main approaches to conflict resolution
- ▶ Learn to apply conflict resolution approaches
- ▶ Learn how to use parts of the conflict resolution process to recognise and prevent conflict before it escalates
- ▶ Develop communication tools such as agreement frames and open questions
- ▶ Learn practical anger and stress management techniques

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### MODULES

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### Lesson 1: Conflict Resolution Explained

- ▶ Conflict Defined
- ▶ Conflict Resolution Defined
- ▶ Review the Conflict Resolution Process

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### Lesson 2: Conflict Resolution using the Thomas-Kilmann Instrument

- ▶ Collaboration
- ▶ Competition
- ▶ Compromise
- ▶ Accommodating
- ▶ Avoidance

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### Lesson 3: Create a Neutral Atmosphere

- ▶ Create Neutral Emotions
- ▶ Setting Limitations
- ▶ Choose the Right Place and Time

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### Lesson 4: Finding Mutual Requirements

- ▶ What I Need
- ▶ What They Need
- ▶ What We Need

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### Lesson 5: Identifying Individual Needs

- ▶ What They Need (Expanded)
- ▶ Creating a Positive Path
- ▶ Creating a Strong Relationship

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### Lesson 6: Identify the Real Issue

- ▶ Examine the Root of the Problem
- ▶ Design the Cause vs Effect Diagram
- ▶ Forgiving is Essential
- ▶ Discuss the Resolution Benefits

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### Lesson 7: Creating Multiple Options

- ▶ Creation vs Evaluation
- ▶ Identifying Options for Mutual Gain
- ▶ Further Options to Consider

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### Lesson 8: Finding the Best Solution

- ▶ List Solution Criteria
- ▶ Short Listing Options
- ▶ Comparing Solutions
- ▶ Planning the Solution

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### Lesson 9: Evaluate and Take Action

- ▶ Evaluating the Current Situation
- ▶ Choosing Appropriate Actions
- ▶ Design an Effective Process
- ▶ Implement the Action Plan

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### Lesson 10: Additional Resources

- ▶ Stress Management Techniques
- ▶ Anger Management Techniques
- ▶ The Agreement Frame Explained
- ▶ Open-Ended Questioning

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## WEB LINKS

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- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)
- ▶ [Public Classes - Enrol Now!](#)