PROFESSIONAL DEVELOPMENT TRAINING

Conflict Resolution Training

09 884 0762

REQUEST QUOTE

1.0 DAY COURSE

Conflict in human relationships, even good relationships, is inevitable both at home and in the workplace in New Zealand. Learning how to manage conflict is a key skill for anyone who 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, and then how to manage and resolve the issue quickly and 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.

What You'll Gain:

Conflict is the result of people having differing needs, opinions, expectations and importantly different perspectives in New Zealand. The reality of conflict is that in any human relationship it is inevitable, but 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 in any situation.

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

Modules

Lesson 1: Conflict – is it all Bad?

- What Do We Mean by Conflict?
- The Basis of Conflict

Lesson 2: Understanding Your Response to Conflict

- Your REACH profile
- How you handle conflict
- The Thomas-Kilmann Conflict Mode Instrument (TKI)

Lesson 3: What Makes Up Conflict?

- Escalating Tension and Conflict
- Common Causes of Conflict
- Filters
- Emotions and Conflict

Lesson 4: How Managers Can Add to Conflict

- Poor Understanding
- Vague Expectations
- Setting Poor Standards

Lesson 5: Resolving Conflict Between Others

- Conflict Resolution Process
- Planning a Mediation Meeting
- Running a Mediation Meeting
- Restating
- Negotiating a Solution
- Developing an Agreement

Lesson 6: When Conflict Involves You

- Conflict Mapping
- Overcoming Resistance to Meet

Lesson 7: Implementing Agreements

- Follow-up Meetings

Talk to our expert team

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