

## CONFLICT RESOLUTION TRAINING

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**COURSE LENGTH: 1.0 DAYS**

Conflict Resolution is a key skill for business professionals, especially in highly diversified organizations with multi-cultural staff, where conflicting attitudes towards work ethics, social beliefs and expectations can vary widely.

By attending this Conflict Resolution training course from PD Training, you will learn how to stabilize your professional relationships. The course presents techniques like how to identify the source of conflict, how to remove emotions from the situation, coping with stress and anger management, how to professionally manage and resolve conflict quickly and much more.

This Conflict Resolution training course can be delivered at your premises anywhere in Singapore by one of our expert local or international trainers.

Contact us today for a group quote.

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## CONFLICT RESOLUTION TRAINING COURSE OUTLINE

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### FOREWORD

Conflict is a normal and inevitable element in any working relationship. Conflict usually occurs due to differences in opinions and can arise whenever individuals have conflicting ideas, principles, values or desires. Learning how to manage conflict is necessary for any organization. When conflict is mishandled, it can have a negative impact on relationships, moral, teamwork and can lead to a decrease in productivity. But when managed in a professional, constructive way, conflict brings an opportunity to improve the link between individuals.

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, but if handled well, conflict provides a powerful avenue for significant growth.

This **Conflict Resolution Training Course** provides techniques for individuals in an organization 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 participants to develop conflict resolution strategies for quickly and effectively recognizing, 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 recognize 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

#### Lesson 1: Conflict – is it all bad?

- Welcome
- What do we mean by Conflict?
- The Basis of Conflict

#### Lesson 2: Understanding Your Response to Conflict

- The Learning Dimension Profile

- Reflection

- The Thomas-Kilmann Conflict Mode Instrument (TKI)
- Reflection

### **Lesson 3: What makes up conflict?**

- From Wince to Scream
- Filters
- Emotions and Conflict
- Reflection

### **Lesson 4: How Managers Can Add to Conflict**

- Micromanagement
- Poor Understanding
- Vague Expectations
- Setting Poor Standards
- Reflection

### **Lesson 5: Resolving Conflict Between Others**

- Planning and Setting up a Meeting
- Running a Mediation Meeting
- Negotiating a Solution
- Developing an Agreement
- Reflection

### **Lesson 6: When Conflict Involves You**

- Conflict Mapping
- Having a Balanced View
- Overcoming Resistance to Meet
- During the Meeting
- Reflection

### **Lesson 7: Implementing Agreements**

- Paying Attention
- Follow-up Meetings
- Reflection

### **Lesson 8: Reflections**

- Create an Action Plan

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## **WEB LINKS**

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- [View this course online](#)
- [In-house Training Instant Quote](#)