PROFESSIONAL DEVELOPMENT TRAINING

Conflict Resolution Training

3158 3955

REQUEST QUOTE

1.0 DAY COURSE

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 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.

What You'll Gain:

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.

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

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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