

CONFLICT RESOLUTION TRAINING

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COURSE LENGTH: 1.0 DAYS

Conflict is a normal and inevitable element in any working relationship. Conflict happens due to differences in opinions and can arise whenever individuals have conflicting ideas, principles, values or desires.

Learning how to manage conflict is necessary within any organization. When conflict is mishandled, it can have a negative impact on relationships, moral, teamwork and can lead to decrease productivity. But when managed in a professional and constructive way, conflict brings an opportunity to improve relationships between individuals.

By attending this Conflict Resolution training course from PD Training, you will learn how to stabilize your professional relationships. The course presents techniques to identify the source of conflict and to manage and resolve conflict quickly and with professionalism.

Join a Conflict Resolution Training Class today, or have a trainer come to your workplace in Malaysia and Kuala Lumpur.

This Conflict Resolution training course can be delivered at your premises by one of our expert local or international trainers or live online using our HIVE technology.

Contact us today for a quote or enroll now into the next public course date.

CONFLICT RESOLUTION TRAINING COURSE OUTLINE

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

Conflict resolution involves recognizing 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 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
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MODULES

Lesson 1: Getting Started

- ▶ Pre-Assignment Review
- ▶ Workshop Objectives

Lesson 2: Conflict Resolution Explained

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

Lesson 3: Conflict Resolution using the Thomas-Kilmann Instrument

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

Lesson 4: Create a Neutral Atmosphere

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

Lesson 5: Finding Mutual Requirements

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

Lesson 7: Identify the Real Issue

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

Lesson 9: Finding the Best Solution

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

Lesson 11: Additional Resources

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

Lesson 6: Identifying Individual Needs

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

Lesson 8: Creating Multiple Options

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

Lesson 10: Evaluate and Take Action

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

Lesson 12: Wrapping Up

- ▶ Words from the Wise
- ▶ Parking Lot
- ▶ Action Plans and Evaluations

WEB LINKS

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