PROFESSIONAL DEVELOPMENT TRAINING

Conflict Resolution Training - Online Instructor-led 3hours

016 299 1479

REQUEST QUOTE

0.5 DAY COURSE

Learning how to manage and resolve conflict is a key skill for anyone who works in a team, communicates directly with customers or has a supervisory or managerial role. Resolving interpersonal conflict can be very empowering and should be a part of everyone's professional development goals.

This Conflict Resolution Course by PD Training provides techniques for individuals in an organisation to resolve workplace conflict and to build a common understanding and framework for working through challenging situations. The course was designed, after much research, to focus on the Win-Win Approach using the three critical skills of conflict resolution; Negotiation, Assertiveness and Persuasion.

These skills will enable the course participants to develop conflict resolution strategies for quickly and effectively recognising, resolving and preventing conflicts with others. Learn key skills like how to compromise and negotiate, finding the root cause of the issue, the importance of forgiveness, anger management strategies and de-escalating challenging situations.

This is a practical class that is suitable for all audiences and provides people with the tools that they can apply on-the-job (and in other contexts) the very next day.

This is an instructor-led class that you can attend from home or your office.

We use secure Video Conferencing with interactive features such as live polling, screen sharing, whiteboards, live chat and breakout sessions. Please discuss your preferred platform, most commonly we use Microsoft Teams, Skype for Business, Webex or Zoom upon request.

These courses are facilitated in English, and are open to people from different industries across Australia, New Zealand, Singapore, Malaysia and Hong Kong - this is a short but powerful learning experience that gives you global collaboration opportunities.

Our trainers and processes have been refined to give you a personalised learning experience where it is specifically targeted to your needs see our outcomes in the reviews.

****Please note, these classes run to a very tight schedule, please follow the invitation and join the class 10-minutes prior to commencement so you are ready to participate and don't miss a minute!**

What You'll Gain:

Conflict is the result of people having differing needs, opinions, expectations and often completely different individual perspectives. The reality of conflict is that in any human relationship it is inevitable, but if managed well, conflict can provide a powerful avenue for significant personal and professional growth.

Conflict resolution involves recognising and managing a particular conflict as well as being aware of potential upcoming conflicts. This is an essential part of nurturing your relationships. Poorly handled conflict can affect both the employees and the clients, thereby negatively 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.

Outcomes

In this course participants will learn how to:

- 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

---

Modules

Lesson 1: Conflict – is it all Bad?

- What do we mean by Conflict?
- The Basis of Conflict
- Common Causes 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: Resolving Conflict Between Others

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

Lesson 4: When Conflict Involves You

- Conflict Mapping

Talk to our expert team

Phone: 016 299 1479

Email: enquiries@pdtraining.com.my