PROFESSIONAL DEVELOPMENT TRAINING

Conflict Resolution Training

016 299 1479

REQUEST QUOTE

1.0 DAY COURSE

Conflict is a normal and inevitable element in any working relationship in Malaysia. 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 how to manage and resolve conflict quickly and with professionalism.

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

Click on the Group Training Quote button, or contact us today for a free personalized quote!

What You'll Gain:

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 organization 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 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 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

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

Lesson 6: When Conflict Involves You

- Conflict Mapping
- Overcoming Resistance to Meet

- Developing an Agreement

Lesson 7: Implementing Agreements

- Follow-up Meetings

Talk to our expert team

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