

## Conflict Management Training Program

### Summary

This can be a half or full day workshop all participants in this fun and interactive program will be given an opportunity to learn the theoretical frameworks and practical, principles skills and strategies necessary for effective conflict management. Throughout the workshop each principal skill and strategy will be demonstrated to the participants. Participants will then be asked to discuss the information provided to demonstrate they hold a strong understanding of conflict management. Examples and case studies will be utilised as to further strengthen each participant's understanding of conflict management. The facilitator will encourage discussion and require participants to demonstrate their understanding of conflict management in although medium and high risk situations. Participants will be shown the science behind conflict so they can readily understand how to manage their emotions, impulses and maintain clarity and composure even in the most difficult circumstances.

### Science

Our programs are based on scientific research into the full range of human psychology including Neuroscience, Social Science, Relationship Psychology, Behavioural Science and Organizational Psychology. In this particular case we will be looking the neuroscience and social science behind conflict management. We examine the science behind conflict and explain to participants how to manage their emotions, impulses and how to formulate creative solutions.

### Details

#### What participants will learn:

Participants will learn the most relevant practical frameworks, principles, skills and strategies of Conflict Management in the work place. They will be provided with an understanding of the science particularly the neuro and behavioural science behind conflict and conflict management. Participants will also be given an opportunity to improve the learning environment, group performance and morale improvement through positive cohesion, collaboration, cooperation and engagement.

### Frameworks

- Awareness of conflict situations
- The Complementary Conflict Resolution model
- The steps for managing conflict even difficult conflict situations
- The range of conflict resolution skills from soft influencing through to directive and assertive.
- Strategies for de-escalation of conflict before it get to dysfunctional and destructive levels.

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## Principles

- What conflict is and how to recognize it
- The five key strategies for problem solving.
- Combative Versus Complementary conflict resolution principles.
- The importance of acceptance, understanding, tolerance, empathy and working with difference
- Matching conflict resolution strategy to the demands of the situation
- The importance of impulse management emotional Management and composure.
- The importance of identifying root causes.
- The importance of understanding needs wants fears and concerns in any conflict situation.
- The importance of not using blaming, judge mental, critical language.

## Skills

- Conflict summarizing
- Problem identification and strategy formulation
- Position summaries
- Active reflective language
- Emotional Management

## Strategies

- Complementary conflict resolution model
- Self management, impulse control, and emotional regulation.
- Complex listening skills

## Practical examples

We work through cases and examples with participants to give them a strong understanding of conflict resolution.

## Demonstration of understanding and skills

All skills will be demonstrated by the facilitator in order to give participants an accurate and effective understanding all each principal skill and strategy.

**Duration:** 4 or 8 hours

**Where:** At the client's location

**How:**

### Format

- Informal Lecture or round table open group discussion format.
- Use of Video, White Board, Question and Answer Quizzes
- Experiential Learning
- Examples and Case Studies

### Exercises

All participants will be given the opportunity to observe each aspect of the subject matter demonstrated by the facilitator. Participants will be asked to explain their understanding of the subject. They will also be asked to demonstrate through role-play their newly acquired skills. Finally their learning experience will be supported by quizzes and question & answer worksheets.

### Feel

- Fun informal and interactive
- Experiential Learning

### Materials

- Work Sheets
- Work Books
- Questionnaires
- Quizzes
- Surveys