



Conflict Management (full day)

Course Outline

This course aims to give participants an understanding of the issues, factors and processes that support and contribute to effective resolution and management of workplace issues in a variety of contexts and situations.

Content modules:

- Understanding interpersonal styles and techniques of communication including:
 - Assertiveness skills
 - Effective listening techniques
 - Nonverbal communication
 - Self awareness
 - Communicating feeling
 - Effective communication styles
 - Exploring differences
 - Communication in relationships
 - Attitudes, values and perceptions
 - Feedback strategies
 - How to deal with different situations & conflict
- Conflict Management Strategies and Techniques
- Negotiating conflict in relationships
- Dealing with difficult people
- Dealing with people under stress
- Support processes and roles within the organisation
- What needs to be recorded

Learning outcomes:

- Self-awareness of communication styles
- Attitudes, values and perceptions in communication
- Verbal and non-verbal strategies
- Dealing with difference and the skill of working together
- Understanding of support processes and roles
 - Understanding how to ensure all parties are aware of the issues

Learning styles:

- Lecture/seminar
- Large group participation
- Case studies
- Small group break-outs
- Role plays
- Self awareness audit

"I have found this course extremely valuable."

"The course provider was very clear, helpful and delivered very valuable advice."

"Well presented and thought provoking."