

Conflict Resolution

“Peace is not the absence of conflict but the presence of creative alternatives for responding to conflict.” Dorothy Thompson

Whenever two or more people come together, there is bound to be some conflict, at some point. However, healthy conflict is helpful within teams as it leads to innovation, creativity and the challenge of ideas. Our interactive and engaging course will give participants an insight into the many different ways to deal with conflict and a comprehensive skill set to manage day-to-day problems.

Practice is crucial and our course will address conflicts specific to your organisation and your teams, providing plenty of opportunity to practice and role-play. We will outline 3 simple steps to conflict resolution that can be used in many situations, understand the team dynamic model and give your team a wide array of conflict resolution tips to build confidence and skills.



Course Objectives and Content

KEY LEARNING OBJECTIVES

1. Understand the importance and consequences of conflict in the workplace and the manager's role in resolution.
2. Understand the different styles of conflict resolution.
3. Learn how conflict is a natural part of team dynamics and growth.
4. Learn 3 steps to conflict resolution.

WHO IS THIS FOR?

This course is suited for everyone in any organisation and can be specially adapted for managers and supervisors.

COURSE CONTENT

1. An introduction to conflict resolution.
2. The Thomas-Kilmann instrument; collaborating, competing, compromising, accommodating, avoiding.
3. Putting in perspective; Bruce Tuckman Team Dynamics Model.
4. Three keys to conflict resolution.
5. Creating an effective atmosphere; neutralising emotions, setting ground rules, asking open questions.
6. Creating mutual understanding; what do I want? What do they want? What do we want?
7. Focusing on individual needs; finding common ground, building energy and goodwill, strengthening partnerships.
8. Getting to the root cause, generating options and building a solution.
9. Introduction to Creative Problem Solving.
10. Stress and anger management techniques.

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www.lanterntraining.com

info@lanterntraining.com

MOBILE: 0702 369224 or 0706 596162