PROFESSIONAL DEVELOPMENT TRAINING

Conflict Resolution Training

REQUEST QUOTE

1.0 DAY COURSE

Effective conflict resolution is required to immediately resolve issues that may prevent individuals and groups from working harmoniously together and achieving the desired results. This Conflict Resolution training course is tailored for leaders or individuals who are responsible for resolving conflicts within the company or organization.

After completing this Conflict Resolution training course, you will have learned the techniques to identify the root causes and types of conflict, enabling you to recognize and address a conflict effectively in its early stages. Additionally, you will learn to evaluate and plan a course of action, apply the six phases and utilize the five main styles of the conflict resolution process.

You will learn to neutralize emotions, build understanding and cooperation, and create a favorable atmosphere for resolving conflicts. Furthermore, the course will teach you communication tools and various management techniques to handle anger and stress to avoid conflict recurrence.

This comprehensive and valuable training course is now available across the United States, including Atlanta, Austin, Baltimore, Birmingham, Boston, Charlotte, Chicago, Dallas, Houston, Jackson, Los Angeles, Manhattan, Miami, Orlando, New York, Philadelphia, San Antonio and Seattle.

Looking for a 3-hour Live Online version of the course? Click Here to View Our 3-Hour Virtual Conflict Resolution Training Courses

What You'll Gain:

Each of us learned early in life how to handle conflict. For some of us that means knowing how to effectively communicate our desires and our needs in order to better understand the problem and how it relates to others. For some of us, it may be that we learned to handle conflict by being aggressive and not compromising, which makes it difficult to reach a solution.

Communicating creatively can start from where you stand. It may be within family, community, government or the international arena. This Conflict Resolution Training course

offers conflict resolution skills and techniques to build stronger organizations and more rewarding relationships.

Outcomes

After completing this course, participants will be able to:

- Recognize the root cause of a conflict
- Identify various types of conflicts
- Evaluate the benefits of a resolution
- Plan a resolution according to the situation and the people involved
- Apply the six phases of conflict resolution process
- Use the five main styles of conflict resolution
- Neutralize emotions
- Build understanding and cooperation
- Create a favorable atmosphere for resolving a conflict
- Apply the conflict resolution process to all types of conflict
- Break down a conflict resolution process and use it in parts
- Develop communication tools such as agreement frames and open questions
- Use anger and stress management techniques
- Build consensus through understanding
- Avoid similar conflicts in future by removing the root cause
- Follow-up to ensure the resolution is effective

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
- Developing an Agreement

Lesson 6: When Conflict Involves You

- Conflict Mapping
- Overcoming Resistance to Meet

Lesson 7: Implementing Agreements

- Follow-up Meetings

Talk to our expert team

Phone:

Email: