



MANAGING CONFLICT

Measurable and improved results through skills transfer, practical application and ongoing development.

Conflict is a daily reality for everyone and therefore, inevitable. Whether at home or work, an individual's needs and values constantly and invariably come into conflict with those of other people. Some conflicts are relatively minor, easy to handle, or able to be overlooked. Others loom much larger and require a strategy for successful resolution if they are not to create constant tension or lasting bad feelings. Properly handled, conflict can contribute greatly to personal and organisational wellbeing. It can prevent stagnation, promote understanding and lead to innovative solutions to problems.

Intention:

- Allow participants to determine their predominant conflict-handling style and how that impacts situations.
- Use effective, communication, negotiation and conflict management techniques.
- Develop a more positive approach when in a conflict situation.

Program Duration: 1 Day.

This is a highly interactive program to allow participants to determine how effectively they manage conflict within the workplace and to reinforce their learning through skills practise.

Module 1: Attitude to Conflict

One's attitude to conflict and the way one behaves can be the key determining factors to a successful or unsuccessful outcome. Are you focused on solutions or proving you are right?

- Feelings about conflict
- Defining conflict
- The five conflict-handling styles
- Determining my predominant style
- Tips when handling conflict
- Behaviour, not personality
- Questionnaire
- Skills practise

Module 2: Communicating in Conflict Situations

Because the situation may be emotionally charged, the communication must be objective and effective.

- Choosing the right words and phrases
- Asking questions
- Understanding the other's perspective
- Listening and responding
- Expressing your feelings
- Fact not opinion
- Skills practice

Module 3: Confrontation and Negotiation

In building and maintaining a rewarding relationship, trust and respect must be built. Is it better to ignore the conflict, for it to arise later, or confront it and negotiate a solution?

- Confronting the situation
- Defining and agreeing on the conflict
- Communicating positions and feelings
- Communicating co-operate intentions
- Taking the other's perspective
- Co-ordinating motivation to negotiate
- Reaching agreement
- Skills practice

Module 4: Managing Difficult Situations and Anger

Not everything we do or expect will go according to plan and that applies to the other party. Emotions can run high, difficult situations arise and anger can occur. Being angry and upset may seem justified, but it does not help to resolve the conflict.

- Understanding anger
- Managing difficult and angry people
- Managing own anger
- Assertive, non-assertive and aggressive
- Managing your feelings
- Tips on survival
- Skills practise

Module 5: Action Plan and Program Review

For the learning to be worthwhile the skills have to be applied through a commitment to an action plan, review and feedback. This plan is developed through the interactive process of the program.

- Syndicate work
- Presentations
- Action Plan

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