

Centre for Achievement

Effective Conflict Management Skills

In just one day you will learn lifetime skills for effectively dealing with conflict

Who should attend:

Managers
Business Owners
Customer Service Staff
Call centre staff
Sales staff
Anyone dealing with the public
Anyone facing conflict



Seminar Outcomes

- Coping strategies for dealing with challenging situations
- New and effective techniques for dealing with difficult people
- How to prevent conflict from escalating and how to diffuse it
- Powerful listening techniques that build communication
- Proven ways to manage your and other people's anger and emotions
- How to give feedback that motivates and encourages results
- How behaviors, attitudes and communications style can impact relationships
- Power words/phrases to assertively get your message across in a non- threatening way

Is out-of-control workplace conflict hampering productivity?

Lowering morale?

Damaging relationships?

Creating staff tensions and stress?

Maybe even causing increasing absenteeism?

Excellence in Conflict Management will teach you to identify the real source of conflict, how to master a range of appropriate behaviors to effectively deal with conflict and prevent it from escalating, effectively controlling both your anger and other people's anger, and you will learn how to manage these issues with confidence and poise. Armed with these skills you will enjoy far less stress, greater cooperation, improved relationships and improved productivity.

Call Now (03) 9440 7788

Program Content

CONFLICT IN TODAY'S WORKPLACE

- Conflict - a common workplace phenomenon
- Consequences of conflict
- Identifying the root causes of conflict
- Understanding the relationship between personalities and conflict management
- Issues versus personalities
- The five conflict management styles
- Top barriers to conflict resolution

CONFLICT COMMUNICATION STYLES

- 8 step framework for conflict resolution
- The importance of self-awareness
- A common mistake that escalates conflict – indulge in it at your peril
- Evaluating and accepting negative feedback calmly
- Valid feedback versus a personal attack
- How to accept negative feedback when justified
- Dismissing putdowns and insults
- Cultural, gender and generational differences

WISE-WAYS WITH COMMUNICATION

- Ingredients of effective communication
- Active listening as a key factor in conflict resolution
- The benefits of mirroring and what to do

- The importance power phrases and the words we use
- Emotionally charged statements that **MUST** be avoided
- Do's and don'ts of communicating via email

UNDERSTANDING AND MANAGING YOUR ANGER AND EMOTIONS

- Understanding anger
- Emotional triggers and cognitive restructuring
- The physical and health consequences of anger
- Identifying the real source of anger
- 6 steps to expressing your anger productively
- 11 proven strategies for diffusing anger

CONSTRUCTIVELY RESPONDING OTHER PEOPLE'S ANGER

- Steps to validating people's anger without aggravating the situation
- What to do when emotions start to escalate
- Get your message across without escalating the conflict
- 8 key practices that pave the way to a desirable outcome
- Avoid these common practices that aggravate conflict
- What to do if your actions or behaviors have contributed to the conflict

PUTTING IT ALL TOGETHER

WCM-S-VOL1-9/8/16