

# Centre for Achievement

## Conflict Management for Successful Women

Conflict Management Life Skills for Women – giving you the confidence and ability to manage any situation with poise and positive results!

### 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

**Learn** powerful listening techniques that build communication

**Proven ways** to manage your and other people's anger and emotions

**Discover** how to give feedback that motivates and encourages

**Understand** how behavior, attitudes and communicates style can impact relationships

**Explore and appreciate** gender based communication styles

**Discover power words/phrases** to assertively get the message across in a non-threatening way

Let's face it, conflict is challenging, emotionally confronting, and disruptive. But it doesn't have to be. There is a way to effectively resolve differences, minimize conflict, handle frustration and anger, strengthen relationships, and stay motivated and focused on maximizing productivity.

## Your Next Step

Want to know more? Contact us today for a confidential discussion. **Phone:** 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
- Separating the person from the problem
- 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
- Gender differences

## WISE-WAYS WITH COMMUNICATION

- Communication differences between men and women
- Ingredients of effective communication
- Use active listening to understand both sides of an issue
- Building assertiveness skills

- The importance power phrases and the words we use
- Emotionally charged statements that MUST be avoided
- Feeling emotional? Teary eyed? Here's what to do
- Saying 'no' without feeling guilty

## 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 TO 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

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