

Course Outline

CONFLICT RESOLUTION

(ONE DAY COURSE)

Audience

This workshop is for organisations and individuals who wish to better resolve conflict, either one-to-one or as a group. Participants learn the essential communication strategies required to address, resolve and mediate conflict using real-world, experiential training.

Delivery, location & fees

Best delivered face-to-face, this intensive workshop focuses on practical and experiential learning allowing participants to immediately implement strategies. We travel to any location in the country. Contact us for a quote to meet your needs.

What you will learn

- What conflict is and why it's so difficult to manage
- Understanding yourself and how an understanding of conflict theory can help
- Essential communication skills and strategies for individuals to identify and manage conflict
- Appreciative enquiry and managing aggression
- Why people get angry and how to deal with it
- Addressing both individual and group conflict
- Looking after you own and others psychosocial health
- Real-world scenario-based training