

CONFLICT RESOLUTION TRAINING



Do you need to manage and resolve conflict situations?

Conflict resolution skills help you to respond more effectively to tense and difficult situations so that resolution can be achieved.

Who Can Benefit?

This 1 Day Workshop is for anyone who deals with conflict situations and strong emotions in their work. The course provides approaches for defusing conflict so that issues can then be more effectively addressed. Participants are encouraged to reflect on their own experiences of conflict and to review their attitudes to dealing with difference with another person.

We focus on providing practical skills that will prevent escalation of conflict, build positive working relationships and promote collaboration.

Workshop Content

This practical program covers:

Conflict Resolution Principles

- Principles of conflict resolution
- Our “self talk” – exploring attitudes to conflict

Defusing Conflict

- Dealing effectively with strong emotions and avoiding conflict escalation
- Strategies for defusing tense situations and resolving conflict
- Self awareness and monitoring your own reactions to maintain composure

Communication

- Understanding different Relating Styles, assessing your Preferred Style and approaches for dealing with different Styles
- Body language and non-verbal communication tips

Negotiation Strategies

- Applying cooperative language to convince and persuade
- Attitudes & behaviours of effective negotiators

Approach to Training Delivery

Our practical training style addresses knowledge, skills and attitudes through a stimulating environment that includes:

- Case scenarios from participants' own work
- Evaluation of conflict & negotiation styles
- Group Discussion

Course Presenter

Ebohr Munoz is a conflict resolution consultant and learning facilitator who has achieved positive outcomes in mediation of multi-party conflicts, workplace disputes, family dispute resolution, complaints resolution and facilitation of groups. He also has experience as a team leader and as a lawyer. He has facilitated and coached people through challenging, stressful and at times highly emotional conflicts and discussions.

Contact

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