

# Communicating without Conflict

1-day workshop

## 'Finding Positive Outcomes'

### Scenario

Of all the issues people tend to avoid, conflict tops the list. Unresolved conflict often demotivates, can lead to serious working relationship issues and loss of productivity. Conflict Resolution training is your opportunity to get to the heart of the problem and solve it.

### Audience and Benefits

Managers and those needing to become proficient at handling conflict within the workplace.

### Objectives

By the end of this workshop you will be better able to:

- Understand how conflict can develop
- Recognise early indicators of conflict
- Realise the cost of conflict to a business
- Overcome obstacles in the conflict resolution process
- Confidently and effectively address conflict between individuals and groups
- Explore appropriate solutions to conflict at work

### Content

#### What is Conflict?

- Definitions and levels of conflict
- Causes and triggers of conflict
- Recognising behavioural signs of conflict

#### Impacts on the Workplace

- Effects of conflict in the workplace
- Obstacles to a conflict resolution

#### The Resolution

- Methods of conflict resolution
- Effective communication techniques
- Appropriate use of third parties

#### Key Exercises & Theory

- Types of Conflicts
- Conflict Resolution Methodologies
- Circles of Influence & Concern
- Eric Berne's three Ego states (Transactional Analysis)
- Transactional Analysis questionnaire
- Case Studies

### Activities or Features

This participatory workshop will examine the causes of conflict and through exercises create methods to overcome the issues raised. Action planning for future success and integrating principles into practical application.