




Living Mastery

 29 Mile Downe Manor, French Lane, Morningside, 2196

 +27 73 149 6414

 info@livingmastery.co.za

 www.livingmastery.co.za

Conflict Resolution

Duration: 2 days

It is to be expected that people cannot agree on everything all the time, which makes conflict inevitable in any relationship. The fact that conflict exists is not necessarily a bad thing. When resolved effectively, conflict leads to stronger relationships. It is therefore important to deal with conflict rather than avoid it because when unchecked, it can cause a lot of harm whether in your personal or work relationships. As a leader or manager, resolving conflict is a key part of your role, making it a necessary skill you need. In this course you will gain the necessary skills you need to identify and resolve conflict before any real damage is done within the work environment.

Learning outcomes:

After completion of this course, you will:

- Understand what conflict and conflict resolution mean
- Understand all the phases of the conflict resolution process
- Understand the main styles of conflict resolution
- Be able to adapt the process for all types of conflicts
- Be able to break out parts of the process and use those tools to prevent conflict
- Be able to use basic communication tools, such as the agreement frame and open questions
- Be able to use basic anger and stress management techniques

Topics covered in this course:

Module 1: An Introduction to Conflict Resolution

- ❖ What is Conflict?
- ❖ What is Conflict Resolution?
- ❖ Understanding the Conflict Resolution Process

Module 2: Conflict Resolution Styles

Module 3: Creating an Effective Atmosphere

- ❖ Neutralising Emotions
- ❖ Setting Ground Rules
- ❖ Setting the Time and Place

Module 4: Creating a Mutual Understanding

- ❖ Identifying Needs for Me, Them and Us