

## Conflict Resolution

### Overview:

In any situations where people are asked to interact, there is potential for disharmony, dispute and conflict.

Conflict may not necessarily be a negative. If conflict is skilfully managed it can be a valuable opportunity to provide managers with new ideas and insights, and can indeed act as the catalyst for organisational change.

This course offers a variety of practical learning opportunities, for participants to develop skills in identifying conflicts and resolving them constructively.

At the completion of this course, participants will be able to:

- Recognise how personal values influence behaviour
- Identify conflict management styles
- Develop skills to resolve conflicts
- Develop skills aimed at a win-win solution

**Designed for:** This course is suitable for entry, middle or new managers.

**Duration:** 1 day

### Content:

#### Understanding Conflict Management

- Conflict questionnaire
- Naming conflict
- Mapping conflict
- Conflict causes
- Understanding differences
- Stages of conflict
- Sensing conflict
- Positive conflict
- Good conflict

#### Strategies for Managing Conflict

- Conflict resolution styles
- Approaches to conflict
- Handling conflict
- Hurting and helping responses to conflict
- Conflict flow - negative
- Conflict flow - positive

#### Case Studies

- Case study 1
- Case study 2

#### Actions



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