

Workplace Conflict Resolution

At work you need to resolve conflict quickly and professionally

Here's a unique resolving conflict in the workplace course It gives participants the tools to tackle current conflicts in the workplace. Many conflict resolution courses tip toe around core conflicts.

Not this course –it is designed to identify the problem, label the problem, create buy in to fix the problem and get all parties to agree to a conflict resolution action plan.

Participants are given an agenda of the course beforehand. The course is strictly limited to 3 hours. When the conversation gets bogged, participants are reminded of the timelines. This helps participants to break free from myopic thinking styles and look at the bigger picture. Of course, there is a venting period but then the energies of the group are focused on fixing the core problem rather than focusing on symptomatic responses.

How does it work?

We use the CONFLT methodology to identify and remove conflict in the workplace
The steps are as follows:

Collaborative Approach - Initially we work with the management team to understand the conflict and develop a behavioural based situational workshop.

Observation - We need to observe the behaviours of the team in the workplace.

Needs analysis – We agree the needs of the group with the input of a cross section of the conflicting group and their peers.

Flow – We build a workshop that will flow as seamlessly as possible.

Labelling the type of conflict - During the workshop the conflict is correctly labelled. The group then buys into fixing the type of conflict.

Did you know the #1 cause of conflict in the workplace is role ambiguity?

Throw away – Participants learn how to throw away the conflict. And throw away any residual resentment to move onwards.



Key learning outcomes

Your **Workplace Conflict Resolution** program will give participants the skills to:

- Practice conflict resolution coaching with peers and staff
- Conduct an Appreciative Enquiry - A new tool to resolve workplace conflict
- Calibrate and weigh workplace concerns
- Build individual and team resilience
- Accept the ebbs and flows of working in a team
- Build emotional connections within the team without fear of ridicule
- Reposition the conflict in the mind
- Discuss the proven links between team conflict and team dysfunction
- Understand the psychology of working with different personalities
- Be more aware of how our “should manuals” are simply part of our experience and life conditioning
- Declutter the mind and accept there will always be differences which don't have to lead to conflict
- Filter the 4 drivers of mistrust in the workplace
- Accept that your perfect world is a perception shared by you
- Build levels of trust even if it seems impossible
- Set SMART team goals
- Agree on an action plan to move beyond conflict at work

Would you like to attend this program?

- For maximum effectiveness, this program is best conducted as an in-house program.
- **Ideal group size:** 4 – 9 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your business premises. Alternatively, we can provide a training venue at a small additional cost.
- **Duration:** This program can be conducted as a one day or half day program.
- **Cost:** Price on request.
- **Target Audience:** Any employees and managers that face conflict in the workplace

If you would like more information on this training program, please contact:
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www.preftrain.com

