



PREFERRED TRAINING NETWORKS

# CONFLICT RESOLUTION SKILLS

"It is unfair to all employees if workplace conflict is not dealt with effectively."

Resolve workplace conflicts quickly before they fester and grow

**C**onflict in the workplace can lead to reduced productivity and can snowball into resentment and bitterness. Workplace conflict usually occurs when people have opposing beliefs, ideas, needs, perspectives or goals. Workplace conflicts should be resolved quickly before they fester and grow.

## Conflict Resolution in the Workplace

If you have evidence of conflict in the workplace then this conflict resolution training course is ideal. Learn constructive workplace conflict resolution techniques with this very effective conflict management training course. It is unfair to all employees if workplace conflict is not dealt with effectively. Workplace conflict cannot be swept under the carpet.

## Workplace Conflict Management

In today's workplace, conflict at work is inevitable. Participants are often surprised that organisational conflict is necessary and need not always be perceived in a negative light. All your organisation's stakeholders have different wants and needs. Ideally everyone is pursuing the organisation's objectives and working seamlessly. However the reality is that conflicts will always occur and the goal is to acknowledge and remove them quickly

Dealing with conflict constructively is an essential skill for everyone. This can be achieved by understanding the psychology and causes of conflict at work.

Preferred Training Networks

Ph: 1300 323 752 Email: [mail@preftrain.com](mailto:mail@preftrain.com) Web: [www.preftrain.com](http://www.preftrain.com)



PREFERRED TRAINING NETWORKS

## How good are you at managing workplace conflict?

### *Is this conflict management training course for you?*

#### Ask yourself the following:

1. I actively listen to what the other person has to say.
2. I try to identify the underlying interests in a conflict situation.
3. I develop and analyse various resolution options.
4. I respect differences in opinion.
5. I am aware of cross cultural considerations when dealing with conflict.
6. I understand the positive outcomes that can be a result of conflict.
7. I have a clear understanding of what's expected of me
8. I see the whole picture and not just my point of view.
9. I address the root cause of the conflict rather than symptomatic responses
10. I am free from bias and am objective in my dealings with others.
11. I always ask for other people's opinions.
12. I ask questions instead of giving orders.
13. I do not get angry over small issues.
14. I admit my mistakes when I am wrong.
15. I focus on the problem but not the person.
16. I always look at how the situation will affect the future.
17. I encourage a "moving onwards with no resentment" attitude after a conflict is resolved
18. I try to look for common ground as much as possible.



**If you answered 'No' to 5 or more of these questions then this course is ideal for you.**

## Workplace Conflict Resolution Training Key Learning Outcomes:

### At the conclusion of this course participants will be able to

- Understanding the psychology of conflict
- Remove role ambiguity the #1 cause of conflict in the workplace
- Identify the different types and causes of workplace conflict
- Transform conflicts into positive outcomes
- Critique the Thomas Killman conflict framework
- Feel comfortable putting forward unpopular perspectives
- Understand the psychological impact of ego and personality types
- Work collaboratively with diverse stakeholders to reach agreement
- Discuss the heliotropic principle
- Focus on the root cause rather than addressing symptomatic responses
- Build rapport with opposition thinking styles
- Embed a positive problem solving culture
- 4 strategies to build a goodwill nest for next time
- Critique a 5 step conflict resolution plan
- Deal with difficult people more effectively
- Develop strategies to manage future conflicts
- Manage and review all stakeholder relationships



## Conflict Resolution Case Studies

Participants will also explore case studies and locate the root cause of different conflicts in workplaces. Participants will be encouraged to put together strategies to address the root cause of the problem instead of addressing symptoms of the problem. The case studies reinforce how people can deal with conflict constructively instead of avoiding the conflict. Workplace conflict constantly morphs until it is confronted professionally and in a timely manner.

**If you would like more information on this training program, please contact:** Melinda Kavanagh — Marketing Manager 1300 323 752 Email: [mkavanagh@preftrain.com](mailto:mkavanagh@preftrain.com) or visit our website today.

## THE NUTS AND BOLTS

**This program can be conducted as in-house training on site anywhere in Australia.**

### GUIDELINES

- **Group Size:** An ideal group size is 4–12 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your offices. Alternatively, we can provide a training venue at a small additional cost.
- **Duration:** This program can be fitted to your timeframe.
- **Cost:** Upon request.

- **Target Audience:** Senior management, middle management, team leaders and employees.

**Look at what you receive within 24 hours at no cost:**

- a program outline, a bio of a proposed facilitator, training cost and possible training dates (if requested)

### Contact us today

Preferred Training Networks Ph: 1300 323 752

**E:** [mail@preftrain.com](mailto:mail@preftrain.com) **W:** [www.preftrain.com](http://www.preftrain.com)