

Conflict Resolution

- Active Listening
- Empathic Communication
- Managing Confrontation

THREE-PART COURSE IN NEEDS-BASED COMMUNICATION

The ability to manage and resolve conflicts requires considerable skill from any leader, manager or team-member who finds themselves faced with interpersonal difficulties – either because they are affected personally, or because their role involves helping others to resolve problems.

This three-part course offers a staged approach to building new skills in communication. It offers a radically new approach based on understanding the whole person. This gets beneath the words or actions which have triggered a conflict, and finds ways to resolve the deeper tensions which are the cause of difficulties.

Active Listening (One-day course: Part 1)

Actively engaging with others through effective listening enables us to spot potential difficulties and de-escalate problems at the outset. As all performance-related problems include communication breakdown at some stage, the ability to listen efficiently, with understanding, is key to running organisations and keeping on target.

Empathic Communication (One-day course: Part 2)

Communication includes our ability to express ourselves with honesty without offending others or accidentally expressing blame. Empathic communication shows where we may lose connection with others through embedded habits of speech. We learn how to remain confident and strong on our own ground, while understanding others' needs, and taking them into account.

Managing Confrontation (One-day course: Part 3)

This course increases our skill at managing reactions in problematic situations, and when emotions are running high. It builds on the learning from previous courses, and applies that to resolving conflicts and de-escalating difficulties.

Course Aims

- to learn how to prevent and resolve conflicts;
- to enhance listening and empathic responses towards in-built differences;
- to move forward efficiently through problems, with renewed focus on meeting targets.

Learning Objectives

- understanding the roots of conflict and how to manage them;
- negotiating win-win solutions across cultural divides;
- how to meet one's own needs, while recognising the needs of others;
- the use of empathy and active listening to de-escalate difficulties;
- new ways of hearing difficult messages without hearing blame or criticism;
- standing one's ground, while staying in harmony with others;
- saying 'no' to demands, while hearing what the other person needs;
- informal mediation techniques for resolving difficulties between others.

Approach

Needs-based Communication is an adaptation of the internationally recognised *Nonviolent Communication*[™] in which Life at Work trainers are trained and certified.

This three-part course will increase your ability to:

- understand and work successfully with differences;
- enhance understanding within conflictual situations;
- find common ground across professional boundaries;
- manage cultural divides;
- work with team-members and colleagues who are in conflict;
- deal with anger, and angry people;
- spot problems before they arise;
- de-escalate problems as they emerge;
- work with emotions when they are running high;
- focus on people, without jeopardising performance;
- engage on the level of shared human needs and values;
- deal with stressed, unhappy people;
- develop professionally rewarding and effective relationships.

Central Model

The central model is an adaptation of *Nonviolent Communication*TM, a process developed internationally in high-conflict situations for mediation and reconciliation. This is now increasingly applied in businesses for developing communication skills. It is excellent for promoting effective and efficient communication, establishing blame-free working conditions, resolving difficulties and conflicts when they arise, and fostering an atmosphere of openness and trust between colleagues, partners and customers. This can radically increase the quality of working lives, and have a dramatic impact on teamwork, staff retention and customer care.

What course delegates say...

A total rethink on how to avoid and deal with conflict.
Healthcare Professional

This group is very heterogenous and demands sophisticated teaching skills – we found [your trainer's] approach both engaging and innovative, which succeeded in creatively combining theory and practice.

University Professor

Given me the skill to truly listen... This really does give you an insight into the cause of conflict and how to resolve it.

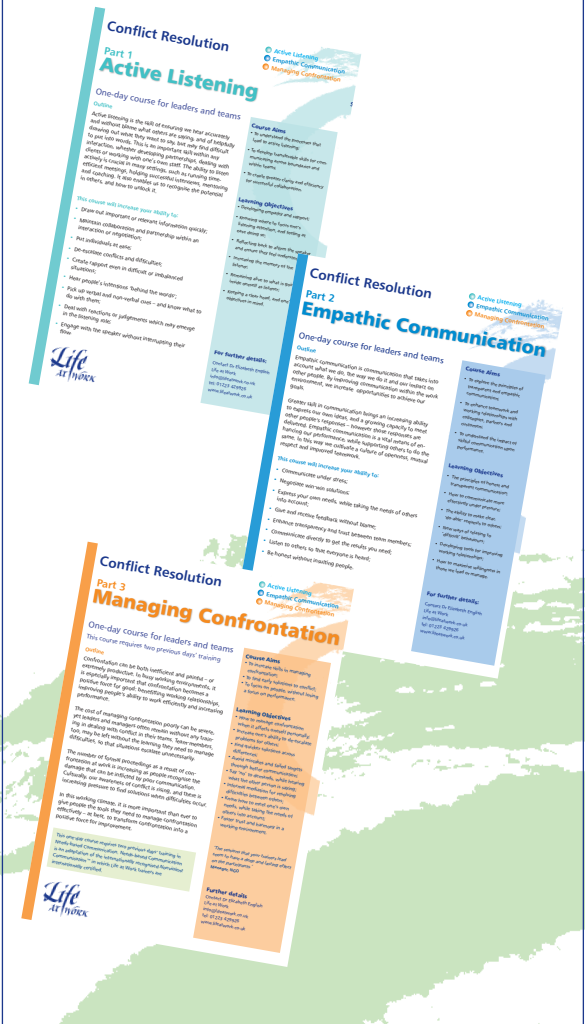
Government Agency Leader

Progressive and In-depth Learning

The design of the course allows for three days booked to suit your schedule: 1 + 1 + 1.

Tip for block-booking:

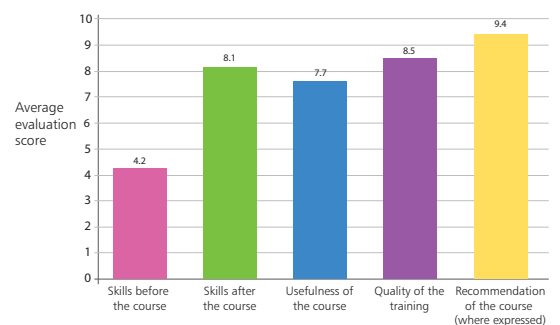
Repeating parts 1 and 2 can be cost-effective and time-efficient, as this allows different staff to pick up on the courses at different times, before moving on to Part 3.



Evaluations

Course evaluations between 2005 and 2007

Participants' assessment of their skills and learning



For further details:

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