

Resolving Conflicts

ONE-DAY COURSE FOR LEADERS AND TEAMS

The ability to resolve conflicts and de-escalate difficulties between team members is essential to any leader, manager or team-member who works across boundaries within their organisation. Differences within task, status, nationality and culture may all lead to loss of understanding and the breakdown of communication – differences that otherwise give strength to an organisation.

Conflicts carry a tremendous cost in terms of time, energy and resources, as well as in the goodwill essential to meeting targets. When conflicts escalate they may require formal or legal solutions, despite the fact that an early intervention can result in resolution, mutual understanding and forward solutions.

This one-day course will increase your ability to:

- Find common ground across cultural divides;
- Understand and work successfully with differences;
- Enhance understanding within conflictual situations;
- Manage team-members and colleagues who create conflict;
- Deal with anger, and angry people;
- De-escalate problems as they emerge;
- Work with emotions when they are running high;
- Focus on people, without jeopardising output and performance;
- Engage on the level of shared human needs and values;
- Deal with disgruntled people, and increase team spirit;
- Develop and increase trust within teams.

Workshop Aims:

- To learn how to prevent and resolve conflicts;
- To enhance empathic responses to professional and cultural differences;
- To move forward through problems, with renewed focus on meeting targets.

Learning Objectives:

- How to meet one's own needs, while recognising the needs of others;
- Negotiating win-win solutions across cultural divides;
- 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.

For further details:

Contact Dr Elizabeth English
Life at Work
info@lifeatwork.co.uk
tel: 01223 429926
www.lifeatwork.co.uk

What course delegates say...

'I feel that anyone who works with people could gain a lot from this course. A lot of useful concepts are discussed and there was ample opportunity to practice in a situation that 'doesn't matter'.'

'A total re-think on how to avoid and deal with conflict.'

'It made all the difference having such a dynamic, supportive, enthusiastic but very down-to-earth trainer with a natural ability and skill. Great!'

'This course improves your working life by making you aware of people's motivations and the reasoning behind their behaviour.'

'Surprisingly I enjoyed the course. I was a little cynical before coming, but it was really useful to begin to understand what makes people angry.'

'Gives a good insight into communication and defusing difficult situations.'

'It's totally exciting to learn a structured approach to dealing with difficult people and situations.'

'[The course] identifies a good strategy for conflict resolution and understanding of natural human responses.'

'The course helps you to express yourself more succinctly and to resolve conflict.'

'The course made me consider my own methods of communication and taught me many new methods to communicate effectively, especially in the field of conflict. These will be very useful in my work.'

Approach and Methods

The atmosphere of the course is relaxed and enjoyable, and the learning both stimulating and thought-provoking. Activities include interactive exercises, discussions, personal reflection, and small-group role-plays. We avoid static presentations, preferring a more hands-on approach, which allows for increased interaction between trainer and delegates, and which encourages delegates to get to know each other in new ways. As well as working from a specially tailored course handbook, participants will use examples from their own experience as a means to gain first hand and embedded understanding of the processes of communication. The approach is strengths-based, drawing out and building upon delegates' current skills. This means that participants explore issues that are current for them in a supportive environment – a process that can be both challenging and illuminating.

Central Model

The central model is an adaptation of *Nonviolent Communication*[™], 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.

