



# The Conflict Management Toolkit

## *Managing conflict and difficult people*

*Duration: 2 days*

“ PM-Partners have been leaders in training and professional certification for over 20 years.

Our trainers are highly qualified, practitioners in their chosen fields. ”

### Sydney

Level 2, Bank of NSW House  
228 Pitt Street  
Sydney NSW 2000  
P: 1300 70 13 14  
www.pm-partners.com.au  
info@pm-partners.com.au

### Melbourne

Saxons  
Level 8, 500 Collins Street  
Melbourne VIC 3000  
P: 1300 70 13 14

### Singapore

20 Bendemeer Road #03-12  
Singapore 339914  
P: +65 6818 5771  
www.pm-partners.com.sg  
info@pm-partners.com.au

### Overview

This course is a practical exploration into managing all aspects of conflict. While its design has focused primarily on business situations, it teaches conflict management skills which can be used in a variety of circumstances. This program introduces participants to a number of step-by-step approaches to various aspects of conflict management and encourages students to apply the steps in a way that achieves the best outcomes.

Topics are addressed using interactive learning techniques which ensure that knowledge is transferred in an enjoyable and stimulating environment.

### Course Objectives

By the end of this course, participants will have the ability to:

- » Understand the nature of different types of conflict and the roots of interpersonal conflict
- » Determine the benefits, costs and levels of conflict
- » Identify and apply appropriate conflict strategies and tools to be used in specific situations
- » Apply various communication skills to help manage conflict
- » Apply strategies to manage emotions and stress in conflict situations
- » Conduct a mediation session
- » Use tools and techniques to help get to the 'hear' of the matter
- » Apply strategies for dealing with difficult people

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## Who should attend?

Any individual who manages people or who works as part of a team.

## Prerequisites

There are no prerequisites for this course.

## Course Delivery

Trainers of this course will use a practical delivery approach to provide participants with a 'hands-on', multi-faceted and challenging learning experience. Trainers will also draw heavily upon the experiences and challenges of the individual.

Participants will be actively engaged in resolving a number of conflict scenarios consistent with a 'learning by doing' approach to knowledge transfer.

This course can be held on-site or at our premises. All courses can be customised to suit your requirements.

**Materials:** A comprehensive participant handbook is provided.

## Course Summary

### Understanding conflict

Recognising conflict. Challenge versus conflict. Types, costs and levels of conflict. Understanding personal styles in dealing with conflict.

### Tools and techniques for managing conflict

Using the "Interest-Based Relational Approach". Defining the problem. Analysing the cause(s) of the problem/conflict. Setting Norms and Rules. Problem solving tools. Five steps to knowing when to 'step in' and when to 'bow out'. Confrontational facilitation.

### Honing your personal communications skill set

Knowing yourself. Healthy debate or dysfunctional argument? Essential communication skills. Steps for collaborating effectively.

### Dealing with difficult people

Conflict avoidance. Difficult conversations vs. the learning conversation. Working with behavioural and communication styles. Confronting the situation. Reciprocal relationships. Managing your emotions and stress. The Three-Step Conflict Resolution Model. Negative vs. positive interactions.