



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. ”

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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.