
Conflict Resolution Skills ◇ *Duration: 2 Days*

Overview	Conflict can occur in any facet of life: at work, at home, with family and friends. This course is designed to provide you with the foundations of a proven approach to conflict resolution that can help you and your organization grow stronger by productively managing conflict.
Topics	Conflict and conflict Theory Effective dispute resolution Collaborative Communications
Target Audience	Team members Team leaders Managers and Leaders

Course Content

Introduction

Conflict

Impact on People and Teams
Dispute Resolution

Approaches to Dispute Resolution

Theory of Conflict
Interest Based Communications
Conflict Escalation
Communications Channels

Communication Skills

Skills Fundamentals
Challenging Conversations
Reframing and Solution Focused questions

A model for collaborative communications

A process for collaborative communications
Principles for interest-based communications
The collaborative communications model

Enhancing your conflict resolution skills through Emotional Intelligence

Overview of Emotional Intelligence (EI)
EI Self Assessment
EI and Conflict Resolution

Turning conflict in to opportunity

Conclusion and Course Summary