

OUTLINE

Conflict Resolution: Getting Along in the Workplace

Lesson 1

Course Overview

- Learning Objectives
- Personal Objectives

Lesson 2

Defining Conflict

- What is Conflict?
- Positives and Negatives Conflicts

Lesson 3

Types of Conflict

- Inner Conflict
- Interpersonal
Conflict
- Group Conflict

Lesson 4

Open Conflict vs. Hidden Conflict

- Exploring Open Conflict and Hidden Conflict

Lesson 5

Spontaneous and Reflective Action

- Brief Lecture of Spontaneous and Reflective action

Lesson 6

The Johari Window

- Understanding the Johari Window
- Case Study

Lesson 7

Stages of Conflict

- The Five Stages of Conflict
- Another Version of the Conflict Process
- Conflict Outcomes
- Strategies for Dealing with Conflict

Lesson 8

Creating the Win/Win

- Applying What you have Learn

Lesson 9

Conflict Resolution Style Questionnaire

- Identify Your Style of Conflict Resolution
- Scoring
- The Conflict Grid

Lesson 10

The Role of Communication in Conflict Resolution

- The Communication Chain
- Barriers of Communications
- Establishing Positive Intent

Lesson 11

Active Listening Skills

- Basics of Active Listening
- Becoming a Better Listener

Lesson 12

Paraphrasing Skills

- What is Paraphrasing?
- Demonstrating Paraphrasing Techniques

Lesson 13

Powerful Questions

- Useful Questions
- Proving Techniques

Lesson 14

Body Language

- How Body Language can Help Resolve Conflict

Lesson 15

Pre-Assignment Review

- Re-visiting your Answer on the Effective Managing Conflict Survey

Lesson 16

The Conflict/Opportunity Test

- Identify the Benefits of a Conflict Using Role Play

Lesson 17

Visualizing Conflict

- Conflict Resolution Process

Lesson 18

Helping Others Through Conflict

- Preparing for Conflict
- Conflict Resolution with Facilitation
- Coaching Through Conflict
- Group Of Norms

Lesson 19

Workshop Wrap-Up

- Personal Action Plan
- Recommended Reading List
- Course Evaluation
- General Evaluation
- Final Thoughts

This course can be fully customised for your business team.
Please contact us for more details and our team will happy to assist.

www.paramountplus.com.au
1300 810 725