



“Conflicting Communication” Training

Welcome to the Conflict Resolution Training Program.

Conflicts are a part of any group dynamic. If left unresolved or handled improperly they can have negative consequences. Our Conflict Resolution Training Program is designed to address this issue and meet the demand, for conflict resolution strategies.

The workplace can be compared to a machine that relies heavily on communication and cooperation. Like any machine its individual components can be optimized to enhance performance, efficiency and capacity. However, unlike parts and gears the workplace consists of individuals, with knowledge, experiences and professions who work together towards a common goal.

Conflict naturally arises when multiple individuals come together in an environment. However, it is important to note that conflicts are not inherently negative. Through our "Conflict Resolution" Training Program participants will learn how to maintain a flow of communication and effectively resolve conflicts in order to achieve outcomes despite differing perspectives.

Course Overview

During the sessions stage participants will have the opportunity to introduce themselves and discuss what the workshop will entail. They will also have time to identify their learning objectives.

This workshop aims to assist you in teaching participants the following;

- Understanding where to focus attention and energy.
- Defining the concept of confrontation.
- Recognizing conflict styles and their impact.
- Identifying contributions and potential strategies, for managing conflicts to achieve outcomes.
- Familiarizing with influencing and assertiveness styles.
- Learning how to utilize new strategies for managing confrontations.

Current Approaches to Handling Workplace Conflict

To begin with participants will define confrontation. Understand its role in managing conflict in the workplace.

Conflict Styles

In this session participants will learn about conflict styles. They will also be introduced to the Thomas Kilmann Conflict Mode Instrument.

Managing Conflict Process

During this session participants will gain an understanding of Crosbys conflict process.

Influencing and Assertiveness Styles

Participants will explore the wheel of influencing and learn about the verbal elements that contribute to effective influence.

Conflict Resolution Activities

Participants will have an opportunity to test out both new strategies for managing confrontations.

Action and Reflection

Lastly there will be a review of what has been learned, along with action planning. Participants can provide feedback on the course, during this wrap up session.

Workshop Wrap Up

This concludes the workshop. Towards the conclusion of the course students will be provided with a chance to inquire about any queries they may have and complete an action plan.

Visit <https://paramounttraining.com.au> for more information or call 1300 810 725