

Course Profile

Course Name: **Conflict Resolution**

Duration: 1 Day

Objectives:

There are two major myths about conflict: that it always involves anger and that it's always negative. Conflict can actually be a positive tool for growth if you know how to manage it properly. This one-day course will teach participants just how to do that.

Course Content:

- Defining conflict
 - Types of conflict
 - Benefits of conflict
 - Costs of conflict
 - The role of anger in conflict
 - The five stages of conflict
 - The LECSR tool
 - Setting norms and rules
 - Seven steps to ironing things out
 - Using mediation and facilitation
 - Confrontational facilitation
 - Managing differences collaboratively
 - Asking questions
 - Listening skills
 - Non-verbal communication
 - Problem solving tools
 - Managing anger and stress
 - Stress management techniques
 - Stress management through positive self-talk
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How You Will Benefit:

- Understand conflict
- Be able to identify the stages of conflict
- Use LECSR to resolve conflict
- Identify other ways to resolve conflict
- Develop personal skills necessary to resolve conflict