

Conflict resolution

Overview

Conflict is a natural part of life, and constructive conflict is the driving force behind change and improvement. However, whether a conflict becomes destructive or constructive depends on us – self-awareness and practical knowledge are essential.

As a leader, conflict management and resolution is a core competence, essential for organisations and teams to be able to grow and advance. This one-day programme will help leaders raise their awareness of themselves and others in conflict, learning about how the brain reacts to conflict, styles of managing conflict, and the significance of unmet needs; and practising skills that will help them become more confident in their leadership role.

Learning objectives

At the end of the session participants will:

- Understand the nature of conflict in their workplace
- Understand their reactions to conflict and how the brain works
- Have an insight into their conflict management styles
- Be able to apply the Positions-Interests-Needs model to understanding and managing conflict
- Have practised skills to become more effective in their role

Audience

All leaders in any type of organisation – large or small; public, voluntary or private sector.

Format

This one-day programme is highly participative and uses trainer input, individual and group exercises, and practical exercises to illustrate scenarios and develop a best practice approach in dealing with them. Group discussions and feedback are used to develop learning points and to enable participants to relate examples to their own situations.

Participants will be sent a welcome pack in advance of the session which will include some pre-course work, including a questionnaire asking them to reflect upon their own experiences and challenges in this area.

Special feature

Specific topics covered in this programme can be delivered on their own in other formats, eg, as a ½ day session, or as a 1- or 2-hour bite-sized session.

Expert trainer

Macarena is a highly experienced specialist in mediation and conflict resolution. She works in these areas as a mediator, conflict coach, trainer and assessor, both in the UK and internationally. She has been an accredited mediator since 2005 and is experienced in mediation across all the main practice sectors – workplace mediation, family mediation, community mediation and intergenerational mediation.

Conflict resolution – workshop outline

1 Introduction

- ✓ Workshop objectives and benefits from attending
- ✓ Participants' experience and objectives

2 Overview of conflict

- ✓ Conflict in organisations and teams and how it escalates
- ✓ Conflict ripples

3 Conflict in depth

- ✓ Neurobiology and conflict: reaction and response
- ✓ Conflict management styles: the Thomas-Kilmann instrument

4 Needs and emotions and conflict

- ✓ The PIN model: Positions-Interests-Needs
- ✓ Acknowledging emotions, listening for needs

5 Key skills

- ✓ Listening for facts, feelings, needs and assumptions
- ✓ Reflecting and summarising
- ✓ Powerful questioning
- ✓ Empathic listening
- ✓ Assertive communication with I statements

6 Application and review of the day

- ✓ So, what do you need to deal with conflict successfully?
- ✓ Diffusing a reaction
- ✓ Action planning
- ✓ Review and close

For a no-obligation discussion about running this workshop for your organisation please just give us a call on 01582 463460.