

Conflict Resolution



The importance of conflict resolution

Effectively managed conflict is a crucial component of high performing teams. Well-managed conflict can lead to positive change, innovation, personal and professional growth, and increased team cohesion and performance.

In contrast, poorly managed conflict leads to a decline in morale, poor collaboration processes, demotivated staff and team friction.

Participation will give you the skills to:

- ▶ Recognise and manage your own personal perceptions, experiences and biases
- ▶ Adopt a conflict resolution strategy that is correctly matched to the specifics of a situation
- ▶ Effectively plan and implement the key components of a successful conflict resolution strategy
- ▶ Give and receive feedback in a way that maximises the likelihood of a win/win outcome
- ▶ Implement successful change initiatives by effectively managing resistance
- ▶ Resolve disputes and disagreements using an inclusive style
- ▶ Present logical opinions in a clear and constructive manner.

Program information

This program is a one day workshop. The program is highly interactive and includes individual and group exercises, and extensive opportunity for the practice and reinforcement of skills and concepts introduced. Participants also receive a post course follow up four weeks after the session to answer questions and reinforce content from the day to help drive positive change.

Program content

Understanding conflict

- ▶ Recognise the drivers of conflict, and the profile of conflicts typically faced
- ▶ Recognise that conflict is unavoidable and something to be assertively and constructively faced and resolved rather than avoided and allowed to grow
- ▶ Understanding conflict avoidance and why it occurs.

Conflict styles

- ▶ Review of different conflict handling styles
- ▶ Consideration of the strengths and shortcomings of different reactions to conflict.

Perceptions in conflict

- ▶ Review of perceptual filters that can drive conflict by narrowing our view point and decreasing our ability to negotiate and reason
- ▶ The role of prior experience in driving poor behaviour or reducing our ability to understand, influence and negotiate.

The skills of conflict resolution

- ▶ Detailed review and practice of 12 components of successful conflict resolution
- ▶ Review of strategies used to resolve conflict and their suitability to various situations
- ▶ Clearly defining and mapping out conflicts to develop viable alternatives.

Emotional responses

- ▶ Managing emotional reactions to conflicts to control destructive and self-interest responses, and replace these with positive and inclusive solutions.

Typical obstacles to effective conflict resolution

- ▶ Negotiating when the other party is not interested
- ▶ Managing an impasse – strategies for when a conflict resolution process gets stuck.

Formative feedback

- ▶ Providing feedback in a manner that averts conflicts and promotes learning and development
- ▶ Maintaining and strengthening relationships by providing feedback in an assertive and influencing style.

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Be **Inspired**

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