

Conflict Resolution

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.

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

What You Will Cover:

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