

TRANSFORMING CONFLICT

LEARNING & DEVELOPMENT PROGRAMMES

Workshop-based L&D programs that provide tools for understanding and managing conflict for managers or mediators, in the workplace and in life.

Participants learn to apply conflict theory and develop skills for managing conflict and dealing with difficult people. They are coached in the practice of these skills to improve the quality of the conflict interactions they encounter and assist them in resolving high conflict disputes and mediating between parties in conflict.

LEARNING OUTCOMES

- New understanding of management and leadership
- New approach to decision making and problem solving
- New front-end management tools
- New capacity to handle conflict constructively
- Tools to deal with high conflict people
- New tools for stakeholder and client relations
- New team-building skills
- Advanced skills as a mediator

WHO SHOULD ATTEND

- Human resources managers
- Senior managers
- Middle managers
- Line managers
- Stakeholder and client relationship managers
- Decision makers
- People working with conflict
- Mediators

TRAINING OPTIONS

INTRODUCTORY PROGRAMME

This programme provides participants with a brief introduction to key concepts of conflict management:

- What happens to people in conflict
- Key responses to assist people moving out of conflict

The programme is tailored to your needs, duration between 30 minutes to a half day.

ONE DAY PROGRAMME

This programme provides participants with an introduction to key concepts of conflict management:

- What happens to people in conflict
- Key responses to assist people moving out of conflict
- Workshop activity providing introductory skill development

This programme is currently taught to managers and staff in the hospitality and franchise industries, legal practitioners and managers of not-for-profit organisations.

TWO DAY PROGRAMME

MANAGING RELATIONSHIPS

The programme provides an understanding of the theory of conflict management, combined with the opportunity to learn and practice workplace skills. This is a highly interactive programme based on teaching, group discussion, exercises, 'fishbowl demonstrations' and role plays. Participants are encouraged to bring and use their own stories and experiences to increase the relevance of the training.

- Participants will gain knowledge and skills in the following:
- Build a collaborative and co-operative culture in work team
- Deal with conflict at its source
- Reward co-operative behaviour
- Coach employees on how to reduce conflict and build healthy work teams

HAVING DIFFICULT CONVERSATIONS

The programme provides an understanding of the theory of conflict management, combined with the opportunity to learn and practice workplace skills. This is a highly interactive programme based on teaching, group discussion, exercises, 'fishbowl demonstrations' and role plays. Participants are encouraged to bring and use their own stories and experiences to increase the relevance of the training.

- Participants will gain knowledge and skills in the following:
- The fundamentals of managing a difficult conversation
- The role of empathy openness and honesty in dialogue
- Active listening
- Reflection
- Identify areas of difference and areas of agreement
- Managing emotions, yours and theirs

DEALING WITH DIFFICULT CUSTOMERS

The programme provides an understanding of the theory of conflict management, combined with the opportunity to learn and practice workplace skills. This is a highly interactive programme based on teaching, group discussion, exercises, 'fishbowl demonstrations' and role plays. Participants are

encouraged to bring and use their own stories and experiences to increase the relevance of the training.

- Participants will gain knowledge and skills in the following:
- Understanding what makes customers difficult
- Understanding the view of the customer
- Recognising our response to the customer
- Managing the 'flip out'
- Defuse the challenge through recognition of the 'hot spot'
- How to have constructive and positive interactions with difficult customers

CONFLICT MANAGEMENT

The programme provides an understanding of the theory of conflict management, combined with the opportunity to learn and practice workplace skills. This is a highly interactive programme based on teaching, group discussion, exercises, 'fishbowl demonstrations' and role plays. Participants are encouraged to bring and use their own stories and experiences to increase the relevance of the training.

- Participants will gain knowledge and skills in the following:
- How to identify conflict behaviours
- Develop their skills in managing conflict behaviours
- How to facilitate a discussion in a conflict situation
- How to facilitate discussions in conflict environment
- How to enable good decision making in a conflict environment

MODULAR PROGRAMME

The programme is presented in workshop-based modules. The modules can be taken separately, and build on the skills acquired in the previous modules. Participants can choose to take one, two or three modules according to their requirements and interest.

The 3 levels build to provide national accreditation under the National Mediator Accreditation System.

The programme is available in 3 two-day modules. It is also available in 2 modules (4 days: Levels 1 + 2 plus 2 days: Level 3).

LEVEL 1: UNDERSTANDING & MANAGING CONFLICT

During this two-day workshop-based training, participants gain tools for understanding and managing conflict, in the workplace and in life. Sessions focus on understanding conflict theory, identifying and clarifying issues, and the role and responses of the third party in conflict. Level 1 addresses factors impacting on workplace safety and wellbeing, mental stress issues in the workplace and introduces conflict concepts relevant to leadership & management.

WHO SHOULD ATTEND?

This training benefits anyone who wants to understand the key drivers to conflict and effective decision making. It will assist anyone involved in managing people, making decisions or dealing with conflict, including senior managers, middle managers, human resources staff, call centre and counter staff.

There are no pre-requisites for Level 1.

LEVEL 2: MEDIATION SKILLS

Level 2 training applies the knowledge gained from Level 1. In this workshop-based programme, participants learn to apply conflict theory and develop skills for consensus-building, managing difficult conversations, improving the quality of their conflict interaction and decision-making.

WHO SHOULD ATTEND

This training benefits anyone who wants to understand the key drivers to conflict and effective decision making. It will assist anyone involved in managing people, making decisions or in dealing with conflict, including senior managers, middle managers, human resources staff, call centre and counter staff.

Level 2 participants are required to complete Level 1 training.

LEVEL 3: ACCREDITATION

Level 3 training builds on the previous two Levels, and builds on practical application of knowledge learned from the previous levels to develop competency in managing a conflict conversation along with competency in managing or mediating a dispute between two parties.

This Level is designed to enable national accreditation as a mediator. It includes the principles set out in the National Mediator Practice Standards for Mediators, such as:

- Power Issues
- Impartiality and ethical practice
- Confidentiality
- Procedural fairness
- Termination of the mediation process

WHO SHOULD ATTEND

This training benefits anyone who wants to develop high level skills in the application of the key drivers to conflict and effective decision making in their workplace. It will assist anyone involved in managing people, making decisions or in dealing with conflict, including senior managers, middle managers, human resources staff, call centre and counter staff. It will assist those wanting to develop their skills as a mediator or facilitator and those seeking national accreditation as mediators.

Level 3 participants are required to complete Levels 1 and 2 training.