

The Conflict Solution



Conflict is Inevitable - Combat is Optional!

Conflict can be confronting and disruptive to workflow and the results you are trying to achieve, not to mention emotionally draining. Conflict is not always a negative thing and some organisations even see it as a way to challenge traditional constraints and innovate.

If not managed correctly however, it can be detrimental to morale and produce unhealthy work relationships. Conflict will always occur and instead of sticking our head in the sand or dealing with it an unhealthy confrontational manner, there are simple ways to deal with it constructively.

'**The Conflict Solution**' is a workshop that helps the participant to recognise and understand the drivers of conflict and manage them in a healthy way. It addresses psychology drivers and assessment frameworks to improve understandings and minimise poor reaction and maximise helpful strategy.

Designed for?

- > Anyone looking to adopt key strategies to defuse conflict and find ways to move forward.
- > It is applicable to all workplace roles and positions.
- > Those looking to find strategies and a process to manage disagreements and different points of view.
- > An ideal group size is 6 – 15 participants.

Key Learning Outcomes

- ✓ Deal with root drivers rather than just the symptoms.
- ✓ Build rapport with opposite thinking styles.
- ✓ Manage diverse personalities.
- ✓ Use defusing techniques when things get heated.
- ✓ Use pattern interruption techniques to manage dialogue.
- ✓ Understand different conflict styles.
- ✓ Use conflict mapping methods.
- ✓ Acquire techniques to know how to move forward when things get stuck.
- ✓ Create problem solving conversations.
- ✓ Understand the dual process and self-manage through difficult emotions.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

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