

# 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 negative; some organisational cultures even see it as a way to innovate.

If managed correctly, it can benefit morale and produce healthy work relationships. Conflict will always occur and instead of dealing with it in an unhealthy confrontational manner, there are simple ways to deal with it constructively.

**The Conflict Solution** is a workshop that helps participants recognise and understand conflict drivers and the principles of practical mediation skills. It is designed with the methods and strategies to manage the conflict process from the mediator's perspective.

This workshop breaks down the traits and skills of effective mediation and how to manage any conflict situation. In addition, it also explores the psychology drivers and assessment frameworks to minimise poor reactions that can occur within a conflict situation. It focuses on the advanced communication skills mediators require to help move a conflict situation towards a solution.

## **Designed for?**

- › Anyone looking to learn the methods and principles of using mediation skills to manage conflict.
- › It is applicable for HR professionals, managers, team leaders and supervisors who have to deal with conflict situations.
- › An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Learn to address the root drivers, not the symptoms of conflict.
- ✓ Build rapport with diverse thinking styles.
- ✓ Manage diverse personalities effectively in any situation.
- ✓ Utilise defusing techniques during heated moments.
- ✓ Employ pattern interruption techniques for dialogue management.
- ✓ Understand and adapt to different conflict styles.
- ✓ Apply conflict mapping methods to find solutions.
- ✓ Acquire techniques to overcome stagnant situations.
- ✓ Foster problem-solving conversations.
- ✓ Comprehend traits, skills, and methods for successful mediation.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

## Contact Us

 1300 762 461

 [info@calcorporatesolutions.com.au](mailto:info@calcorporatesolutions.com.au)

 [calcorporatesolutions.com.au](http://calcorporatesolutions.com.au)