

Conflict Resolution

One on One (1/2 day), Small or Large Groups (1/2 to 1 day)

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

Schedule

9:00 – 10:30	<p>Understanding Conflict Defining Conflict Types of Conflict Benefits of Conflict Costs of Conflict The Role of Anger in Conflict Summary</p>
	<p>The Stages of Conflict The Five Stages of Conflict Latent Conflict Perceived Conflict Felt Conflict Manifest Conflict Conflict Aftermath Summary</p>
10:30 - 10:45	Morning Tea
10:45 - 12:30	<p>Using LECSR to Resolve Conflict The LECSR Tool Listening Empathising Clarifying the Issue Seeking Permission Resolving the Issue Summary</p>
12:30 - 1:30	Lunch
1:30 - 3:00	<p>Other Ways to Resolve Conflict Setting Norms and Rules Seven Steps to Ironing Things Out Using Meditation Using Facilitation Confrontational Facilitation Managing Differences Collaboratively Summary</p>
	<p>Asking Questions Listening Skills Non-Verbal Communication Problem Solving Tools Anthony Robbins Agreement Frame The Ten Commandments of Change</p>



3:00 – 3:15	Afternoon Tea
3:15 – 4:30	Managing Anger and Stress Stress Management Techniques Stress Management through Positive Self-Talk Summary
4:30 – 5:00	Workshop Wrap-Up

Trainer

Sue Willis is an adult educator who has developed and delivered programs centred on communication skills for over 12 years. Prior to managing her own business, Sue worked in the Public Service for 20 years, including eight years in the Human Resources Development area of the then Department of Industry, Science and Technology.

One of Sue's strengths is her ability to quickly build rapport with her clients in order to bring about change. She is an enthusiastic presenter who consistently receives positive feedback from participants who thoroughly enjoy her programs.

Sue has accreditation in the Certificate IV in Workplace Training and Assessment, as well as Myers Briggs type indicator accreditation. The combination of Sue's training expertise and her past involvement in the Public Service gives her a unique understanding of the standard and demands placed upon group work and meetings within the APS system.



Enrolment Form – Conflict Resolution

ABN 34 073 999 185

Send this form to Acorn: Fax (02) 6162 2077 or e-mail to bookings@acorntraining.com.au

We will ring you to organise a time to run the session.

Attendee's name	Email address	Phone Number
1.		
2.		
3.		
4.		
Organisation		
Branch/Division		
Address		
Phone #		
Fax #		

Payment Details

Single attendee: \$595

Second and subsequent attendee: \$395

For larger groups please for call for a quote

1. Credit Card (Amex, Diners, Visa, MasterCard)

Name _____ Card No _____

Expiry date _____

2. Invoice

Signed off by _____ Name _____

Email invoice to: _____

Terms: Payment is due on or before the day of the session.