



NAVIGATING CONFLICT

PLATO ACADEMY

*Do you ever find yourself in situations of conflict?
Are you aware there is a better solution, but can't get others to see it?
Is there a relationship that is getting in the way of success?*

Approach

Conflict is a natural part of life, it happens at the best of time, and the worst. Yet, we have a need to collaborate, influence and act. This programme is designed to enable participants to deal with conflict in a work context.

Like all our trainings, Navigating Conflict is competency-based, incorporating the latest research and current thinking. The training is experiential, with ample opportunity for reflection, discussion and action planning. We focus on the importance of building trust and the willingness to cooperate; through a process we call the CHC Conflict Resolution Model.

Topics

- The Conflict Resolution Model
- Situational Analysis
- Goal Setting
- Creativity & Innovation
- Influencing Skills

Training Objectives

At the end of this programme, you will be able to:

1. Analyse the situation in which you have conflict.
2. Exercise your choices in challenging situations.
3. Communicate more empathically, even in situations of conflict.
4. Work with others effectively to resolve conflict.
5. Create realistic solutions in situations of conflict.

Duration

Two Days

If you would like to discuss any one of our programmes please call on +44(0)7803 299337 or email: info@craighilesconsulting.com



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Programme Schedule

Day One

Introduction & Welcome

- Programme Objectives
- Personal Objectives

Step (I) - Situational Analysis

- Identify Concerns
- Priorities
- Next Steps

Step (II) – Focus on the Goal

- Exercising Choice
- Knowing What You Want
- Prioritising

Step (III) - Communicate

- Focusing Your Energy & Attention
- Listening
- Empathic Communication

Personal Action Planning

Reflection, Discussion & Action

Day Two

Welcome Back

Review of Day One

Step (IV) – Innovate

- Creativity
- Patience & Composure
- Process

Step (V) – Close The Loop

- Sensory Acuity
- Summarise
- Closure

Personal Action Planning

Reflection, Discussion & Action

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