



Title

CONFLICT RESOLUTION

Moving From CHAOS to CALM

Description & Objective

In this high-paced, stressful age, few workplaces are free of conflict, and sooner or later, it takes a toll – physically, emotionally, and financially. In this hands-on workshop, participants will learn the causes for conflict, preventive measures to keep it from occurring, steps to resolve it once it has materialized, and resources to use when all else fails. Through multiple case studies, hands on activities, and video, participants will practice skills learned throughout this interactive, fast-paced program

Content/Outline

1. Factors that Create Workplace Conflict: *Why the Water Gets Rough?*

Exploring multiple causes for workplace dissention. From seemingly slight irritations to more serious issues, the range of topics will show that small problems left unaddressed can escalate quickly into full-scale hostility or worse.

2. Understanding Behavioral Styles: *Who's on Board?*

Understanding the communication jungle, which would help participants to understand their own behavioral styles, those of their co-workers, and how to adjust for better communication. Knowing the differences is beneficial to all who hope to prevent, pre-empt, or conquer workplace conflict.

3. The Cultural Variety: *Different Folks, Different Strokes.*

Understanding conflicts, which may arise because of cultural expectation and differences. The participants will learn ways in which to anticipate problems stemming from such differences to keep conflicts from occurring

4. Effective Listening Strategies For Better Understanding

Discovering how listening a powerful means of preventing is conflicts. With exercises, participants will see that being silent while other speak is often the most crucial step in pinpointing the causes for workplace difficulties. It tells how body language and verbal language can be used to put others at ease and convey empathy.

5. Steering Towards a Safe Harbour: *Charting the Course*

Participants here practice a procedure for conflict resolution. Using a combination of role-playing and case studies, they will implement strategies and receive feedback on their attempts at solving specific conflicts.

6. Stress Reduction in the Wake of Workplace Conflict: *Smooth Sailing*

The act of dealing with those who are in conflict with each other can take a toll on both an individual and organizational level. This final part of the training includes instruction in how participants can relieve work-related stress for ensuring their own well-being.

