

"Conflict Resolution" Training Program (English Material)

Course Length: 12 Hours @ 3 days

Course Brief Description

The training program will focus on personal conflict resolution. With most conflicts, it's important to find a resolution. This seems like a statement of the obvious, but many people suppress their anger or just 'go along to get along.' They think that by addressing a conflict, they are creating one, and simply keep quiet when upset. Unfortunately, this isn't a healthy long-term strategy. For one thing, unresolved conflict can lead to resentment and additional unresolved conflict in the relationship. Even more important, ongoing conflict can actually have a negative impact on your health and longevity.

Course Objectives

At the end of this course you will be able to:

- Understand all aspects about conflict
- Conflict resolution steps/process

Training method

The trainer will use the facilitation style "two ways communications", between the participants & the facilitator, using the technique of what ? – Now what ? – So what ?

Also, the training includes building workshops (indoor activities), Round table activities are completely non-strenuous, and are conducted with all participants seated. Although round tables are preferable, these activities can be conducted in rooms with classroom-style or u-shape table arrangement or even in fixed-seating arrangements such as auditoriums. Although these activities aren't physical in nature,

they are fun, creative and highly interactive. Our round table activities include games, team construction projects, adventure simulations and role playing activities.

Course content

- What is conflict?
- The Role of Perceptions in Conflict
- Why do we tend to avoid dealing with conflict?
- Conflict Styles
 - Competitive
 - Collaborative
 - Compromising
 - Accommodating
 - Avoiding
- The Theory: The "Interest-Based Relational Approach"
 - Make sure that good relationships are the first priority
 - Keep people and problems separate
 - Pay attention to the interests that are being presented
 - Listen first; talk second
 - Set out the "Facts"
 - Explore options together
- **Conflict resolution steps/process**
 - Get in touch with your feelings (set the scene)
 - Gather information
 - Agree the problem
 - Brainstorm possible solutions
 - Identify a safe place for negotiation (in appropriate time)
 - Negotiate a Solution (build an agreement that works)
 - Know when it's not working