



# Conflict Resolution

Full Day Course  
9:00am – 4:00pm



# Course Details:

## Booking Information:

To reserve a place in this course please contact Envisage Training or visit our website to enquire online.

## Envisage Training:

- Computer Training
- ICT & Software Applications
- Instructor-Led Online Training
- Professional Development
- Room & Equipment Hire
- Training Needs Analysis

## Delivery Modes:

- Scheduled Courses
- In-House & On-Site
- Instructor-Led Online Training
- Customised Courses



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## Duration:

1 Full Day

## Who should attend:

All of us experience conflict. We argue with our spouses, disagree with our friends, and sometimes even quarrel with strangers at a hockey game. At times we lose sight of the fact that all this conflict is normal. So long as people are individuals there will be the potential for conflict. Since you can't prevent conflict, the most important thing is to learn how to handle or manage it in productive ways. What is critical for resolving conflict is developing an understanding of, and a trust in, shared goals. It requires openness, discipline, and creativity. Showing respect for other people and not blaming them enables people to work for mutual benefit.

## Topics Covered (Can be customized) :

- Understand what conflict is and how it can escalate
- Increase positive information flow through nonverbal & verbal communication skills.
- Develop effective techniques for intervention strategies.
- Strengthen staff trust and morale.
- Increase your ability to manage conflicts to enhance productivity/performance.
- The positives and negatives of conflict
- Types of conflict
- The Johari Window
- The five stages of conflict
- Your conflict resolution style
- The Communication Funnel
- Questioning and listening skills
- Seven steps to resolving conflict
- Facilitation skills
- Setting norms
- Making an intervention