CONFLICT MANAGEMENT

ABOUT THE COURSE

Conflict is a part of life. But well-managed conflict can produce benefits and positive changes, both in productivity and relationships. Communication skills, specifically the ability to communicate assertively, are among the best skills to acquire for dealing effectively with the demands of people in conflict with us, whether they are employees, colleagues, our managers or our clients.

In the workplace, we need to manage our interactions with people. We need to know what power is and how to use it: how to negotiate, to express our ideas clearly so people will listen to us, even if they don't agree with us; to stand up for our convictions, even when they are unpopular; and to deal with the emotions created by situations of conflict.

WHAT IS CONFLICT?
- What is Conflict?
- Trust
- The Issue of Conflict
- Building Trust
- Factors and Questions to Consider in Resolving Conflict
- Bullying at Work

ASSERTIVENESS
- Introduction to Assertiveness
- Choices of Behavior
- Assertive Behavior
- Ways to Say "No" Assertively
- Rights and Responsibilities
- Aggressive Behavior
- Recognizing Aggressive, Passive and Assertive Behavior
- The Rules of Assertion
- The Rules of Assertiveness Practical Activity
- Barriers to Assertiveness
- Passive Behavior
- Methods and Techniques for Expressing Assertiveness

TOXIC SITUATIONS
- Objectives
- The Blame Game and Exaggerate? Me?
- Further Methods of Resolving Conflict
- The Caustic Opener and Mind-Reading.

EMOTIONAL INTELLIGENCE AND CONFLICT
- The Emotional Intelligence Cycle
- Emotions in Conflict
- Managing Fight and Flight Behavior
- Communication
- Handling Emotion
- Tips to Prevent a Freeze Attack
- Responses to Emotional Events
- The Cycle of Behavior
- Ideal Interactions

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MODES OF CONFLICT

WAYS TO RESOLVE CONFLICT