

# CONFLICT RESOLUTION SKILLS

**Length:** 90mins, Half Day

**Delivery Option:** Face-to-Face, Virtual

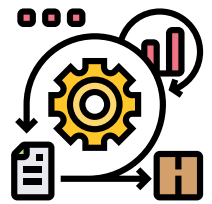
## INTRODUCTION:

Conflict is a natural part of any interpersonal or professional relationship, and learning how to handle it effectively is an essential skill. In this skills training program, employees and managers will learn how to resolve conflicts and navigate challenging situations in the workplace.

Through a combination of theoretical explanations and practical exercises, participants will learn how to identify the root causes of conflicts, communicate effectively with others, and use various conflict resolution techniques to find mutually beneficial solutions.

## Training Aims and Objectives:

- Understand the importance of conflict resolution skills in the workplace
- Learn how to identify the root causes of conflicts and use effective communication skills to address them
- Practice conflict resolution skills through role-playing and group exercises
- Develop strategies for handling difficult or challenging situations in the workplace
- Improve teamwork and collaboration within the organization



## Methodology:

- Lectures and discussions on the theoretical foundations of conflict resolution
- Role-playing and group exercises to practice and apply conflict resolution skills

## Frameworks covered:

- The Thomas-Kilmann Conflict Mode Instrument (TKI) for identifying conflict-handling styles
- The interest-based negotiation technique for finding mutually beneficial solutions
- The win-win technique for handling conflicts and difficult conversations

## Conclusion:

At the end of this skills training program, participants will have a solid understanding of conflict resolution and the tools to apply these skills in their daily work.

They should be able to identify the root causes of conflicts and use effective communication and conflict resolution techniques to find mutually beneficial solutions.

This will not only improve teamwork and collaboration within their teams and organizations, but also contribute to overall professional success and satisfaction.

