

Conflict Resolution

General Description

Conflict is a natural part of any working relationship and generally occurs when people are seeking different outcomes to a situation. Conflict helps people explore different points of view but can lead to further problems if not handled correctly. During the program, participants learn a little more about themselves and how they normally deal with conflict. In a non-threatening environment, they explore different strategies to manage conflict and leave the program armed with resolution tactics that lead to productive problem-solving and better team relationships.

Duration

Conflict Resolution Training courses are of 1 - 2 days duration and can be customised to suit the requirements of your company.

Learning Outcomes

- ✓ Be able to stay calm and manage angry customer behaviour
- ✓ View conflict in a constructive way
- ✓ Recognise different stages of conflict escalation
- ✓ Know how to mediate a conflict between others
- ✓ Maintain composure when responding to conflict and aggression
- ✓ Use skills to manage your words, phrases and body language
- ✓ Understand and know how to best deal with the strengths and weaknesses of different conflict styles

Optional Assessment

As Lotus Performance Management is a Registered Training Organisation (RTO), we offer clients a wide range of assessment options, which can be mapped to in-house, custom training and development programs. These assessments can result in the issuance of Nationally Recognised Qualifications or Statements of Attainment.

If you would like to add an assessment pathway to your program, please discuss this option with your consultant.