

## CONFLICT RESOLUTION TRAINING

### Skills Training in Conflict Management

#### PRODUCT BRIEF

##### Skills You Will Learn:

- Understand conflict and how it affects your work performance
- Learn the tricks and tools of successful conflict resolution
- Identify the levels of conflict and the benefits of a win – win approach
- Understand how conflict changes behaviour and what you can do about it
- Build your listening skills and learn how to be appropriately assertive

*The training challenges you to think about issues from a range of perspectives and thereby opens up your mind to a greater range of solutions*

*The sessions encourage you to think about the views of other stakeholders so that you are more fully aware of the implications of your actions. "*

The Conflict Resolution Training is aimed at improving the skills of individuals and teams facing challenging interactions with customers and colleagues. Our program uses a structured methodology based on the “conflict resolution network” approach<sup>1</sup>.

There are many ‘behaviours’ that are appropriate for dealing with conflict. However, when we react from habit, it may mean we don’t make full use of these behaviours, nor do we always behave in the most appropriate way.

Through these courses we explore behaviours and tools that are very helpful in dealing with conflict and consider ways to make choices about appropriate behaviours so we can respond to conflict, rather than just react in a knee-jerk manner.

##### Content

The program is based around the following key values:

- identify participants ‘ current views
- uses a variety of interactive approaches
- encourages precision thinking and clarity
- help participants construct their own understandings
- be aware and responsive to participants level of readiness to learn
- focuses on appropriate use of language to support clear communication

##### Program Detail

- Sessions range from ½ day to 3 days
- Training may be conducted on-site or off-site by arrangement
- All sessions treated as confidential and private
- Package / existing client rates may be discounted by arrangement
- REFER: FULL PROGRAM LISTING ATTACHED.

##### Next Steps

For more information call us for an obligation confidential discussion around your situation. Call 0422 082 225 to arrange your session.

For more program information email us on [info@dunamisconsulting.com.au](mailto:info@dunamisconsulting.com.au) or visit [www.dunamisconsulting.com.au](http://www.dunamisconsulting.com.au).

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<sup>1</sup> <http://crnhq.org/index.html>

**PRODUCT BRIEF**

<b>Program</b>	<b>Duration</b>	<b>Content</b>	<b>Purpose</b>	<b>Location</b>
Basic CR Skills	½ day	Foundational Skills: <ul style="list-style-type: none"> <li>- Understanding conflict</li> <li>- Applying Win/Win strategies</li> </ul> Optional (select ONE) <ul style="list-style-type: none"> <li>- Listening Skills</li> <li>- Self-Assertiveness</li> </ul>	Establish foundational understanding of conflict and conflict resolution strategies  Suitable for anyone wanting foundational skills	On-site or Off-site (by arrangement)
CR 'Foundations'	1 day	Foundational Skills: <ul style="list-style-type: none"> <li>- Understanding conflict</li> <li>- Applying Win/Win strategies</li> </ul> Advanced Skills: <ul style="list-style-type: none"> <li>- Listening Skills</li> <li>- Self-Assertiveness</li> <li>- Mapping the conflict</li> </ul>	Establish foundational understanding of conflict and conflict resolution strategies  May be applied to specific workplace contexts if required	On-site or Off-site (by arrangement)
'Hands On' CR	2 days	Foundational Skills plus the following Advanced Skills: <ul style="list-style-type: none"> <li>- Responding creatively</li> <li>- Listening Skills</li> <li>- Self-Assertiveness</li> <li>- Gaining co-operation</li> <li>- Emotional Intelligence</li> <li>- Motivation for resolution</li> <li>- Mapping the conflict</li> <li>- Creating options</li> <li>- Masterful Negotiation</li> </ul>	Establish foundational understanding of conflict and conflict resolution strategies  Suitable for managers, supervisors, line leaders and frontline staff in a high customer contact role	On-site or Off-site (by arrangement)
CR 'Mastery'	3 days	Foundational Skills plus the following Advanced Skills: <ul style="list-style-type: none"> <li>- Responding creatively</li> <li>- Listening Skills</li> <li>- Self-Assertiveness</li> <li>- Gaining co-operation</li> <li>- Emotional Intelligence</li> <li>- Motivation for resolution</li> <li>- Mapping the conflict</li> <li>- Creating options</li> <li>- Masterful Negotiation</li> <li>- Skilful Mediation</li> <li>- 'Changing the Game'</li> </ul>	Establish foundational understanding of conflict and conflict resolution strategies  Suitable for managers and supervisors and any staff needing advanced conflict resolution skilling	On-site or Off-site (by arrangement)