

Conflict Resolution Training: Making it work for Everyone (CONFLICT, 1 jours)

Description

In our lifetime, most of us have to deal with an angry client, a passive-aggressive co-worker or a bullying boss at one time or another. Your ability to navigate that situation and exit gracefully from that difficult situation depends in large part on your self-confidence, skills and training. The course, Conflict Resolution Training: Making it Work for Everyone, teaches you how to resolve problems and manage conflict while keeping your cool. The format is a dynamic and interactive combination of lecture, scenarios, examples, exercises and discussions. Clients will leave the course having had the chance to discuss how to apply the tools to their real-world situations, as well as having a collection of resources to use as needed in their workplace.

Tarifs

- Tarification: \$850/person
- Rabais de 10% lorsque vous inscrivez 3 personnes.

Plan de cours

Understanding Conflict

What Are Your Conflict Fears?

Positive and Negative Aspects of Conflict

Conflict Dynamics – What's Going On?

Understanding You

Personality Types

Introverts and Extroverts

Communication Styles

Conflict Resolution Styles

Dynamics of Different Communication and Conflict Styles

Understanding Barriers to Communication

Types of Communication Barriers

Mitigation Strategies to Address Communication Barriers

Managing Conflict Situations – Before, During, After

Conflict Resolution Principles

Conflict Resolution Steps

Effective Communications Practices

Root Cause Analysis Tools

Negotiating Tools

Dealing with Difficult Situations

Handling Difficult Questions

Responding to Complaints

Responding to Angry Clients

Responding to Personal Attacks

Building Group Consensus

Wrap Up

Next Steps

Further Resources