ICML
INSTITUTE FOR COMMUNICATION MANAGEMENT AND LEADERSHIP



COMMUNICATION AND INTERPERSONAL SKILLS

Managing Conflict

Spot the early signs of conflict and resolve it constructively.

WHO IT'S FOR

Employees and team leaders who need to resolve workplace conflict well.

DURATION

1 day, or tailored to your needs

FORMAT

On-site: we come to you, virtual or hybrid.

PARTICIPANTS WILL DEVELOP THE SKILLS TO

- Recognise the early signs and stages of conflict
- Understand different conflict styles, including your own
- Manage emotions, defensiveness and anger in the moment
- Use listening and questioning to uncover underlying needs
- Apply a conflict resolution model to find workable solutions
- Rebuild trust and working relationships after a conflict

ABOUT THIS PROGRAM

Our conflict resolution training helps people deal with conflict while it's still small. Two colleagues stop cooperating. A disagreement between teams slows a project. A heated email thread pulls in half the office. Ignored, conflict spreads; handled badly, it turns personal. Participants learn to recognise the early signs and stages of conflict, understand different conflict styles, manage emotions in the moment, uncover the needs behind positions and work towards solutions everyone can accept. They practise on realistic scenarios, so they leave with a clear approach to use straight away.

Tailored to your organisation

We build in your values, policies and realistic scenarios from your workplace, and handle sensitive team situations with care.

> "Justine was absolutely lovely! The training was fun and informative and I feel like I learnt a lot!

Royal Victorian Eye and Ear Hospital – Victoria

Talk to us about this program

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Enquire online