



**RIPPLE**  
LEARNING

## Conflict Resolution

**Training that provides the skills needed to de-escalate the strong emotions that arise during conflict and then move forward with future-focused problem-solving**

Many people feel uncomfortable with, or distressed by, conflict. We can find ourselves saying things we regret or nothing at all and then reflecting on all the things we wish we'd said differently

**Conflict Resolution** training gives attendees the skills to engage constructively to resolve conflicts with and between colleagues and externally with clients or customers

### Workshop Content

- Making sense of how conflict arises and escalates
- Considering the costs of conflict when we don't engage effectively
- Exploring the ways in which conflict can also be constructive
- How to analyse conflict to identify the real issues and engage with each type of issue effectively
- Exploring the extent to which individual responses to conflict may vary depending on an individual's default conflict mode, personality type, generational and cultural background and mental health
- How the brain and body responds to stress/distress during conflict and how it affects our capacity for rational problem solving
- Conflict resolution principles and processes for a range of situations
- Skills to regulate our own emotions and stay calm in the midst of conflict
- How to listen deeply to de-escalate strong emotions in others and identify their underlying needs
- Skills for assertive communication
- How to raise an issue without triggering defensiveness
- How to apologise effectively when necessary
- How to work effectively with 'high conflict' personalities

### Making a Social Impact

100% of profits are distributed to fund the core services of effective youth mental health organisations

### Our Facilitators

Experienced mediators, counsellors, psychologists, general managers and HR professionals with relevant professional qualifications and accreditations who are currently working with clients as well as providing training and workshops

### Workshop Format

Face-to-Face (at your place)  
Online (Zoom or other platform)  
Hybrid (to suit your needs)

### Workshop Length & Cost

One to Two hours	\$985 + GST
Half Day	\$1,985 + GST
Full Day	\$2,985 + GST



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## Ripple Learning Workshops

Delivered in 1-2 hours,  
half-day or full-day formats

### Managing Conflict

Conflict Resolution  
Courageous Conversations  
Difficult Conversations  
Conflict Resolution & ADR for  
Construction  
Negotiation Skills

### Boost Performance

Performance Management  
Giving and Receiving Feedback  
Engaging with 'Why'  
Maximising Motivation  
Performance for Hybrid Teams

### Strengthen Wellbeing

Accidental Counsellor  
Mental Health First Aid  
Youth Mental Health First Aid  
Stress Management  
Building Resilience  
Employee Wellbeing  
Food for your Mood

## Ripple Learning Short Sessions

Delivered in 1-2 hours

### Foundational Interpersonal Skills

Deep listening (Active Listening) skillset  
Assertive Communication skillset

### Conflict Series

Understanding conflict (how to analyse and deconstruct a conflict and move forward)  
Understanding individual differences in conflict (how our personality, culture and well-being affect our response)  
Skills to de-escalate conflict in the moment  
Communicating assertively (how to speak directly and respectfully and ensure you're heard)  
Managing high-conflict personalities (what to do when nothing seems to work)

### Boosting Performance Series

Understanding motivation  
Giving and receiving feedback  
Coaching to enhance performance

### Resilience Series

Understanding resilience and stress  
Physical resilience (food for your mood)  
Physical resilience (sleep and exercise)  
Emotional resilience (mindfulness, breathing, connectedness)  
Cognitive resilience (flexible thinking, locus of control)  
Spiritual resilience (ensuring clarity of purpose that is aligned with values)  
Self-management (time management, structured problem-solving, perfectionism and procrastination)

### Wellbeing Series

Food for your mood  
How to boost your energy  
General wellbeing



*Ripple Learning Ltd is a social enterprise and registered charity*

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