

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 \$1,995 + GST
Half Day \$2,995 + GST
Full Day \$5,395 + GST



Ripple Learning Ltd is a social enterprise and registered charity



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