Resolving Conflict   1 Day

This one-day workshop provides exceptional skills and confidence needed to professionally manage and maintain positive relationship with clients, coworkers, and others.

LEARNING OBJECTIVES

This course will teach you to diagnose conflict before it intensifies, apply appropriate conflict resolution techniques to specific situations, and remain calm under fire. Learn how to recognize your own anger triggers and ways to address them confidently.

At the end of this course, you will be able to:
- Develop a framework to defuse conflict by using effective communication techniques
- Know when to withdraw, stand your ground, or go for a compromise

WHO SHOULD ATTEND

- Managers, project officers, team leaders
- Agency workers and development professionals
- Anyone wanting to develop the core skills for resolving conflict effectively

KEY TOPICS COVERED

- Identify and control your emotions during a conflict situation
- Identify the primary causes of conflict within the workplace and the impact it has on the team
- Explain the difference between position and interest in a conflict situation
- Describe the techniques to collaborate to resolve conflict
- Learn key principals for managing emotions and how to deal with angry outbursts
- Identify the stages of conflict escalation
- Learn how to be assertive and communicate your needs without aggression

Algonquin College Corporate Training specializes in industry-focused training solutions that equip employees with the knowledge, skills and expertise needed to succeed in their day-to-day work, to advance in their careers and to build organizational capacity.