



Conflict management course outline

Conflict, no matter how hard we try to avoid it creeps into situations that we find ourselves in. There is also great potential for people to misunderstand each other or simply fail to agree. The Conflict management course helps delegates recognise the signs and symptoms of conflict, what they have done to contribute towards them, and what they can do to diffuse the conflict. Your delegates will leave the course with a greater understanding of how to make those potential conflict situations productive rather than destructive ones.

Course objectives

During the course delegates will:

- Begin to understand and moderate their reactions to conflict
- Gain a greater awareness of how their own behaviours, emotions and values affect conflict situations
- Develop an understanding of the reactions of others in a conflict situation
- Learn to manage the behaviour and reactions of others in conflict situations
- Understand how to foster a negotiating relationship in a conflict situation

1. Introduction to conflict situations

- Conflict styles

3. Keep your cool

- The conflict spiral
- Recognising tactics
- Know your buttons

4. Disarm the other person

- Get on their side
- Express your views
- Create a climate of trust

5. Changing the game

- What are your interests? What are their interests?
- Last resorts
- Problem solving questions and reframing tactics

6. Help them say yes

- Involve the other's perspective
- Dispelling fears

7. Don't say no

- Give your opponent an escape route
- Building the partnership