

# RESOLVING CONFLICT - DEALING WITH DIFFICULT SITUATIONS



## Module One - Understanding Conflict

- ▶ What is Conflict?
- ▶ Recognising the Signs
- ▶ The Phases of Conflict
- ▶ Adapting Your Approach

## Module Two - Self Awareness

- ▶ DISC Profile Behavioural Analysis
- ▶ Behavioural Principles
- ▶ Implications of Behavioural Styles
- ▶ Your Style Under Different Circumstances
- ▶ The Johari Window

## Module Three - Communication & Interpersonal Skills

- ▶ Barriers to Effective Communication
- ▶ Overcoming Communication Barriers
- ▶ Questioning & Listening Techniques
- ▶ Non-verbal Communication

## Module Four - Handling Everyday Situations

- ▶ Assertive Behaviour
- ▶ Passive, Manipulative & Aggressive Behaviour
- ▶ Using the DESC Script
- ▶ Expressing Doubts & Disagreement Constructively

## Module Five - Skills for Dealing with Conflict

- ▶ Constructive & Destructive Behaviours
- ▶ Positive & Negative Feedback
- ▶ The Strategies to Adopt

## Module Six - Make Yourself Stress Resistant!

- ▶ Simple Behavioural Changes
- ▶ Relaxation Techniques for the Workplace
- ▶ Action Planning

**Course Duration: 1 Day**

**Price Per Delegate: £345**  
(Public Scheduled Course)

**Price Per Course: £1,245**  
(On-Site at Customer Premises)

### Suitable For:

This course is suitable for all those who want to improve their understanding of stress and enhance their ability to manage conflict situations.

### Learning Outcomes:

To understand the implications of different behavioural styles in both normal and conflict situations to produce win/win outcomes by utilising key communication techniques.