

Conflict Resolution: A One Day Primer

There are two major myths about conflict: that it always involves anger and that it's always negative. Conflict can actually be a positive tool for growth if you know how to manage it properly. This one-day course will teach participants just how to do that.

How You Will Benefit:

- Understand conflict
- Be able to identify the stages of conflict
- Use LECSR to resolve conflict
- Identify other ways to resolve conflict
- Develop personal skills necessary to resolve conflict

What You Will Cover:

Defining conflict
Types of conflict
Benefits of conflict
Costs of conflict
The role of anger in conflict
The five stages of conflict
The LECSR tool
Setting norms and rules
Seven steps to ironing things out
Using mediation and facilitation
Confrontational facilitation
Managing differences collaboratively
Asking questions
Listening skills
Non-verbal communication
Problem solving tools
Managing anger and stress
Stress management techniques
Stress management through positive self-talk