



Conflict Resolution Workshop

Module 1: Introduction to Conflict

- ✓ The definition of conflict
- ✓ The value of diversity
- ✓ The types of conflict experienced by delegates
- ✓ The difficulties delegates experience in dealing with work-related conflict.

Module 2: The Nature of Conflict

- ✓ The positive effects of conflict
- ✓ The destructive effects of conflict.

Module 3: The Context of Conflict

- ✓ Typical situations within organisations which result in conflict
- ✓ Strategies to deal with these situations.

Module 4: The Value of Diversity

- ✓ The reasons for differing interests and behaviour.
- ✓ The implications of these differences.

Module 5: Recognising Conflict

- ✓ Typical features of escalating differences/conflict
- ✓ Implications and results of not dealing with issues.

Module 6: The Stages of Conflict

- ✓ Stages of conflict
- ✓ Strategies for containing/reducing conflict at each stage.

Module 7: Diagnostic Tools

- ✓ Tools to diagnose conflict being experienced.

Module 8: Conflict Handling Barriers

- ✓ Barriers to dealing with conflict.
- ✓ Implications.

Module 9: Conflict Handling Styles

- ✓ Different strategies for dealing with different kinds of conflict.

Module 10: Conflict Handling Guidelines & Strategies

- ✓ Styles.
- ✓ Self-assessment tool to identify individual's primary conflict handling styles.
- ✓ Implications and strategies.

Module 11: Communication Framework

- ✓ General guidelines to deal with conflict effectively.

Module 12: Application Exercises

- ✓ Communication framework and skills to resolve conflict.

Case studies

- ✓ Case studies and skill practices to assess delegates' assimilation, transfer of knowledge and skills and ability to handle difficult situations.