Conflict Resolution

Category: Professional & Leadership Development | **Vendor:** Various

Duration: 8.00 hours (1 days) **6.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Classroom

Course Overview

Participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. If left unchecked or not resolved it can lead to lost production, absences, attrition, and even law suits.

About This Course

Participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. If left unchecked or not resolved it can lead to lost production, absences, attrition, and even law suits.

Who Should Attend

Everyone dealing with day to day work environment

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Participants will also learn crucial conflict management skills, including dealing with anger and using the Agreement Frame.

Detailed Course Outline

Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

An Introduction to Conflict Resolution

- What is Conflict
- What is Conflict Resolution
- Understanding the Conflict Resolution Process

The Thomas-Kilmann Instrument

- Collaborating
- Competing
- Compromising
- Accommodating
- Avoiding

Creating an Effective Atmosphere

- Neutralizing Emotions
- Setting Ground Rules
- Choosing the Time and Place

Creating Mutual Understanding

- What do I Want
- What Do They Want
- What Do We Want

Focusing on Individual Needs

- Finding Common Ground
- Building Positive Energy and Goodwill
- Strengthening Your Partnership

Getting to the Root Cause

- Examining Root Causes
- Creating a Cause and Effect Diagram
- The Importance of Forgiveness
- Identifying the Benefits of Resolution

Generating Options

- Generate, Don't Evaluate
- Creating Mutual Gain Options and Multiple Option Solutions
- Digging Deeper into Your Options

Building a Solution

- Creating Criteria
- Creating a Shortlist
- Choosing a Solution
- Building a Plan

The Short Version of the Process

- Evaluating the Situation
- Choosing Your Steps
- Creating an Action Plan
- Using Individual Process Steps

Additional Tools

- Stress and Anger Management Techniques
- The Agreement Frame
- Asking Open Questions

Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans

Additional Course Details

Nexus Humans Conflict Resolution training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the Conflict Resolution course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

Frequently Asked Questions

Q: What delivery options are available for Conflict Resolution?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: How many CPD hours does this course provide?

The 1-day Conflict Resolution course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Conflict Resolution training?

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Conflict Resolution?

Yes, we provide corporate training, dedicated training, and closed classes for Conflict Resolution. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for Conflict Resolution?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Conflict Resolution training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

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