
conflict Resolution

PROGRAM OVERVIEW:

Our Conflict Resolution workshop focuses on the mechanisms at play in difficult situations and provides opportunities to explore personal experiences, as well as learn and practice behaviours that support early intervention and positive outcomes in conflict scenarios. You can earn professional development training, [here](#).

Participants will explore common responses to conflict, collaborative communication skills, and how to manage challenging behaviours and difficult conversations.

KEY LEARNING OUTCOMES:

Over the full-day workshop participants will:

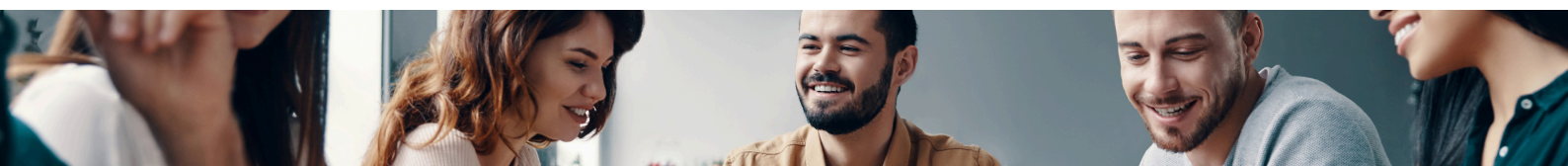
- Explore the nature of conflict and its causes
- Identify personal physiological response to conflict
- Examine the connection between intent and impact in difficult situations
- Explore common conflict response styles
- Identify a preferred conflict response style
- Learn the fundamentals of collaborative communication
- Explore and practice interest-based negotiation
- Learn how to change perspectives in conflict scenarios
- Learn how to respond to common challenging behaviours
- Become empowered to engage in conflict actively and confidently.

WHO SHOULD ATTEND?

- Anyone seeking to improve their ability to proactively deal with conflict and challenging behaviours.

PROGRAM INCLUSIONS:

- Pre-workshop and post-workshop activities, and a learner-guide, are provided and participants will have the opportunity to stay online after the workshop for a 30-minute session to discuss any personal conflict scenarios with the trainer
- Thomas-Kilmann Conflict Mode Assessment - optional.



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DURATION:

- 1x full day
- This program can be delivered online via ZOOM.

PROGRAM PREREQUISITES:

There are no prerequisites for this program.

DETAILED PROGRAM OUTLINE:**Session 1:**

- Understanding Conflict
- Conflict Escalation
- Physiological Responses to Conflict

Session 2:

- Common Conflict Response Styles
- Collaboration
- Interest-based Negotiation

Session 3:

- Collaborative Communication Fundamentals
- Perspective Shifting

Session 4:

- Difficult Conversations
- Challenging Behaviours

