



**DIFFICULT PEOPLE
MADE EASY**

FAST Ways to Resolve Conflict

Course Outline



Want to prevent conflict destroying your work relationships?

Conflict will emerge in every workplace at some point. But this doesn't mean it has to create problems. In this workshop, you'll learn a four step process for sorting out disagreements and issues. Hear how to tune into what's really wrong when conflict sparks. See how to 'map' the needs and concerns that are driving a disagreement. Get hands on experience using the problem solving tools that expert negotiators use to reach consensus. And learn how to manage emotions – both your own and those of others – during high stakes conversations.

Why learn how to resolve conflict?

Being able to sort out conflicts can help you build stronger teams, resolve disagreements amicably, improve client relationships, solve problems and get more of what you want. Mastering the skills taught in this course will help you:

- Avoid losing control during conflicts
- Keep conversations on track, even when several people disagree with each other
- Prevent relationships being soured just because people see things differently
- Build respectful, positive relationships
- Eliminate any 'bad habits' which undermine your success in handling conflict
- Become the most confident and successful negotiator you can be

What will you learn in this course?

You'll come out of this session with practical tools for managing conflict at work. Discover why it's important to take action as soon as you sense conflict is looming. Hear what experts in negotiation and conflict resolution know about building 'win/win' solutions. Learn how to:

- Use a four-step model to handle conflict
- Uncover - and address - the core issue in a complex conflict
- Identify what each party needs and is concerned about in relation to that core issue
- Generate options which will meet as many needs as possible
- Close negotiations on a positive note – even when people have been upset or angry
- Handle the 'emotional' side of a tough conversation assertively

The information covered in this course comes from the fields of applied psychology and conflict resolutions. You'll cover models such as:

- Assertiveness theory
- Principle based negotiation techniques
- Win/win problem solving processes
- State management methods
- Empathic listening
- Solution focussed questioning

How can put your learning to use?

The practical focus of this course means that you can use what you learn immediately. Conflict management techniques can be used to sort out team dynamics problems, improve your relationships with difficult people, sort out 'personality clashes,' enhance customer service and find solutions to problems at work.

What topics will you cover?

Topic one: The FAST model of conflict management

The FAST model involves four key steps. Step one is to pinpoint and focus on the precise issue which needs to be resolved. Doing this means you won't bite off more than you can chew when deciding what needs to be resolved. Step two involves asking others about their perspectives and then sharing your own viewpoint. During this stage, it helps to use neutral and non-judgemental language. Step three focuses on problem solving. At this point, you need to build 'win/win' solutions to problems. Finally, you need to recognise the effort everyone has made to sort out the issue – so you can close the conversation on a positive note.

Topic two: Focussing on issues, not behaviours

Conflict resolution experts say you should be 'hard on the problem and soft on the people.' To do this, you need to know how to pinpoint the core issues contributing to a conflict. You also need to describe those issues in objective, neutral terms. You will learn both these skills during this section of the course.

Topic three: Addressing needs and concerns

Once you've worked out which issues to focus on, it's time to find out what everyone involved thinks about those issues. You need to spend time listening to other people. Then you need to outline your own perspective honestly and appropriately. During this part of the program, you will learn how to use questioning, listening and assertive language skills.

Topic four: Talking through your options for action

Conflict resolution and creative thinking go hand-in-hand. Discover how to use key problem solving tools – such as option generators and conflict maps – in order to find new solutions to the problems people are in conflict over.

Topic five: Handling difficult emotions and behaviours

If people didn't have emotions, conflicts would be easy to sort out. In reality, resolving conflict means managing the 'feeling' side of tough conversations. In this section of the course, you'll discuss ways to respond when emotions run high. Learn to use simple state management techniques in order to stay calm and help others calm down, too.

Topic five: Strategy lab – finding solutions to real life problems

Have your questions answered by a communication skills expert. This section of the course focuses on finding solutions to your real life problems – so you can get better results at work.

Who teaches this course?



Eleanor Shakiba is a leading people skills trainer, based in Sydney. She has helped thousands of professionals to use breakthrough thinking and communication tools. Eleanor has written over 90 training courses, 12 audio programs and 10 videos to help people excel at work. Each month, she publishes a new communication skills program on YouTube.

Eleanor is qualified in Social Anthropology, Adult Education, Applied Psychology, Neuro Linguistic Programming and Mediation. She writes and teaches in the areas of applied psychology, communication and conflict resolution. Her passion is helping professionals learn skills for success in the real world.

See Eleanor in action at <http://www.youtube.com/user/thinklearnsucceed>

How is the course delivered?

This is a highly interactive course, delivered over two days. Book it for your team if you need training that delivers practical skills in a dynamic format. The course covers the why, what and how of how to sort out conflicts in professional contexts. You'll learn through a variety of methods including:

- Mini lectures
- Video presentations
- Question and answer sessions
- Demonstrations by the trainer
- Practical group activities
- Individual planning activities

What past participants say about this course

"An enjoyable and valuable day."

"The course was extremely helpful in highlighting strategies for future workplace and life conversations."

"Some great activities. Excellent quality of materials. Facilitator had good energy and was an excellent presenter."

Book FAST Ways to Resolve Conflict for delivery at YOUR workplace now.