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Conflict resolution: Resolve that conflict

Conflict is natural part of work dynamics. When managed well, it can be a healthy part of the communication of a group. This programme teaches you how to direct conflict in a constructive direction.

Challenges in managing conflict

- Problems and challenges in your role
- Finding the pluses
- What's your communication style when in conflict
- The crucial win/win model for approaching conflict
- A hilarious conflict experience and its relevance to your work

The key skills for managing conflict

- Using body language to help the situation
- Active listening - the low-risk, high-value skill
- How to get your message across
- Asking questions constructively
- Giving and receiving feedback
- How to handle difficult conversations

Adding some broader strategies

- Looking for the long term goal
- Looking at things from the other side's view
- Finding and using the common ground
- Altering your own perspective

Plan for putting the skills into action