

CDU delivering AIM Professional Short Courses

Conflict Resolution

Conflict is present in all organisations. In any situation where people interact, there is the potential for disagreement, challenge and conflict. Managing conflict skillfully and constructively is both valuable and necessary in providing opportunities for positive change and development within the organisation. This course offers a variety of practical learning opportunities for participants to develop skills in identifying conflict and resolving it constructively.

Designed for:

This program will provide valuable skills for anyone who feels that their response to conflict situations could be improved including: managers, project managers, supervisors, human resource managers.

Learning Outcomes:

- Identify conflict management styles
- Recognise how personal values and views influence behaviour
- Analyse the needs of each party
- Develop skills to resolve conflict in a flexible manner
- Develop positive influence techniques
- Develop negotiating skills appropriate for a win-win solution.

Course Content:

- What is conflict?
- Strategies for managing conflict
- Personal styles of conflict management
- Active listening and questioning techniques
- Negotiating
- Assertiveness techniques
- Building solutions to conflict situations

Course Duration: 2 days