

MMM Training Solutions
Conflict Resolution Training



Contact Details

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Overview:

This training program is designed to increase competence in the areas of assertive communication, influence, and conflict resolution. The focus is on real-life problems and challenges one faces in the workplace.

Participants will understand how to increase their effectiveness in getting things done while building positive working relationships and avoiding aggressive or submissive behavior patterns.

Benefits for Participants:

- Standing up for one's right and avoiding the feeling of being used like a 'door-mat'
- Increasing influence by reducing aggressive behaviour
- Remaining calm when dealing with conflict and difficult situations
- Working more effectively with others through honest and open communication
- Understanding others' underlying concerns and reach win-win situations
- Assertively persuading others to reach a particular decision at a particular point in time

Training Topics:

- Understanding conflict
 - Defining conflict
 - Understanding levels of conflict
 - Traditional ways of handling conflict
- Persuasion
 - In-depth perception
 - Using others to persuade
 - Empathy
 - Managing emotions
- Negotiation
 - Types of negotiation



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- Stages of negotiation
 - Skills of negotiation
 - Dealing with 'Aggressive' and 'Submissive' behavior
 - The art of saying 'No'

Training Hours:

- The Conflict Resolution Training program will be for 8 hours

Methodology:

- PowerPoint Presentation
- Role Plays
- Games and Group Activities

Resources Required:

- MMM Training Solutions will conduct the training.
- Maximum number of participants to a class will be 15.
- The training will be conducted at a venue organized by client.
- The following will be provided by client:
 - Handouts will be printed/photocopied
 - The LCD projector & computer with CD and DVD drive
 - Folders/files for trainees to store their information/feedback
 - Audio speakers
 - Pens and notepads for trainees