



Training Topics:

- **Understanding Conflict**
 - Defining conflict
 - Understanding levels of conflict
 - Traditional ways of handling conflict
 - Role play: handling conflict
 - Steps to effective conflict resolution
- **Ways To Approach Conflict**
 - Role play: ways to approach conflict
 - Active listening techniques
 - Empathy
- **Skills For Effective Conflict Resolution**
 - **Persuasion**
 - Principles of powerful persuasion
 - Effective methods of persuasion
 - Activity: sticky chair
 - **Negotiation**
 - Skills of negotiation
 - Managing emotions
 - Role play: negotiation
 - **Assertiveness**
 - Dealing with 'Aggressive' and 'Submissive' behaviour
 - Process of assertiveness
 - Exercise: Aggressive, Passive and assertive behaviour
 - Role play: assertiveness

List of Activities

- Activity - Win Win Approach
- Activity - Stick Chair - Persuasiveness
- Exercise - Know your Hot Buttons



Conflict Resolution Training



MMM Training Solutions
Seamless Transformation

- Exercise - Aggressive, Passive and Assertive Behavior
- Activity - Negotiation Mapping

Training Hours:

The duration of the training program will be 8 hours