Conflict Resolution Training

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

Training Hours:

The duration of the training program will be 8 hours