

Resolving Conflict

Duration: 1 day

What is Conflict?

- Definition, costs of conflict, benefits, possible outcomes, types and causes

Ways of Resolving Conflict

- Three strategies, resolution styles, and levels of conflict

Conflict and Psychological Difficulties

- Coping strategies, distorted thinking, agreement

Games and Conflict Resolution

- Types of games and dealing with them

Negotiation

- Three step approach to negotiation.
- Alternatives

Personality Types and Conflict

- Identifying personality types and contribution to conflict. Preventative measures. Conflict Resolution Process
- The 4 stage process

Conflict and Third Party Intervention

- Mediation vs. Arbitration

Team Conflict

- Identifying, conflict over discipline, resolution process.

Bullying and Harassment

- Definitions, bullying behaviour.
- Help and how to deal with.