

# € TRAINING

Managing Conflicts and Difficult Situations





# Managing Conflicts and Difficult Situations

## Introduction:

The "Managing Conflicts and Difficult Situations" training program is a targeted initiative aimed at providing participants with practical strategies and techniques to effectively navigate challenging interpersonal dynamics. Through interactive workshops and case studies, participants develop skills in conflict resolution, negotiation, and de-escalation.

## Program Objectives:

At the end of this program, participants will be able to:

- Determine the typical conflict kinds and sources in your job.
- Recognize their own and other people's personality traits and preferred dispute resolution techniques.
- Recognize the conflict's predictable emotional triggers and reactions.
- Explain the differences between aggressive, passive, and assertive behavior.
- Use a variety of potent tactics to deal with challenging individuals and circumstances.

## Targeted Audience:

- Managers and Team Leaders.
- Leaders & Supervisors who need to take charge of - and resolve - conflicts or difficult situations that could have a negative impact on performance, effectiveness and relationships.
- Junior / Middle Managers new to their role, or with experience but little previous training.

## Program Outline:

### Unit 1:

#### Processes and Strategies to Handle Challenging or Difficult Conversations:

- Main Types of Difficult / Challenging Conversations in the Workplace.
- The Art of Influencing with Integrity and Personal Power.
- Utilising Key Personal Strategies: GLASS, But Suppose, Feel, Felt Found.

- Structuring 'Crucial Conversations' to Produce Optimal Results.
- Using Coaching Techniques in Conflict: Problem and Need.
- Recognising and Handling Ineffective Conflict Responses.
- Dealing with Strong Emotions such as Anger and Frustration.
- Defection Technique Strategies.

## Unit 2:

### Advanced Interpersonal Skills For Conflict Management:

- The Art to Successful Communication.
- Building Rapport and the Circle of Trust Technique.
- Personality Preference Assessment: Communicating with Different Personalities.
- Mastering Active Listening Skills to Validate others' Needs.
- Using Powerful Questions to Gain the Right Information.
- Transactional Analysis: The Power of Questions in Counselling.
- Perfecting the Art of Non-verbal Language Signals.
- Framing and Re-framing Issues to Facilitate Positive Outcomes.

## Unit 3:

### Mastering The Art of Persuasion, Influence and Negotiation:

- Psychological Insights into People's Behaviour and Attitude.
- Filters and How our Perceptions can Influence our View of Others.
- Determining Personal Agendas and Intentions.
- Being Assertive: Techniques and Skills.
- Negotiation 'Positions' and 'Interests' and Prime Negotiation Gambits.
- Persuasion Techniques Incorporating Cialdini's 6 Steps.
- Achieving Synergy through the 4 Steps of Persuasion.
- The Key Strategy Factors to Master the Art of Influence.

## Unit 4:

### Understanding Conflict and Difficult Situations:

- Defining the Nature, Types and Causes of Conflict.
- Conflict vs. Competition: When one overtakes the other.
- Benefits and Drawbacks of Conflict in the Workplace.
- The Power of Emotional Intelligence in Conflict Situations.
- Conflict-management Default Mode.
- Utilising the Circles of Concern and Influence.
- Key Motivations or Drivers of Individuals and Groups.

## Unit 5:

### Managing Organizational Conflict and Culture:

- Understanding the Key Elements of Your Organisation's Culture.
- High-trust vs. Low-trust & "Toxic" Organizational Cultures.
- Establishing Appropriate Organisational Values and Behaviours.
- Utilising Alternative Dispute Resolution ADR Strategies.
- Conflict Management: Synergistic Advantage for Your Organisation.
- Making Your Organization a Desirable Place to Work.