

2-DAY TRAINING PROGRAM

# CONFLICT RESOLUTION SKILLS

We all experience conflict. So why do we find it so intimidating? Learn why conflict happens, how it escalates, and what you can do to resolve it. *Conflict Resolution Skills* will give you the skills and confidence you need to resolve conflict effectively.

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# In this 2-day Training Program you will:

- Develop a greater understanding of what conflict is and how it occurs
- Recognize opportunities for resolution in conflict situations
- Learn the basic principles of conflict resolution
- Build skills in resolving conflict

## The Agenda:

### DAY 1 – MAKING SENSE OF CONFLICT

#### *The Conflict Cycle*

- How Attitudes Shape Behaviors

#### *Conflict Management Styles*

- How Behaviors Affect Outcomes

#### *Conflict Escalation*

- When Conflict Spirals Out of Control

#### *Conflict Zones*

- Why Different Conflicts Require Different Approaches

### DAY 2 – RESOLVING CONFLICT

#### *The Four Basic Principles*

- Core Concepts for Resolving Conflicts

#### *Communication*

- Speaking and Listening for Conflict Resolution

#### *The Conflict Resolution Process*

- A Step-By-Step Guide For Addressing Conflict

CCR International Training Programs are highly interactive. Participants experience real life situations through case studies, role-plays, and exercises. This allows participants to explore their questions, issues, and needs while utilizing proven models and theories to inform this exploration. The intended outcome is always action – the ability to resolve conflicts more effectively.

Conflict Resolution Skills can be customized to meet the unique needs of your organization.

**CCR**

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