



Communication & Conflict Resolution

ONE or TWO DAY WORKSHOP

“Solid, practical tools for communicating more effectively & reducing negative forms of conflict- this is an essential program for anyone in any organization”

HR Manager, Printing Industry, Toronto, Ontario

Description:

One of the most critical competencies in today’s economy is an ability to communicate concisely, honestly, and in a timely, appropriate manner. You can be a good planner, technical specialist and decision-maker, yet all of these positive attributes can be erased with poor communication skills or an inability to effectively deal with conflict. This workshop focuses on critical communication & conflict resolution skill sets based on determining the other parties core “interests” & finding ways to meet them as well as your own.

Objectives:

Upon completion of this topic area, participants will return to work and be able to:

- Identify their personal barriers to listening and demonstrate active listening skills to help clarify understanding
- Practice an interest-based conflict resolution/communication model

Agenda:

Opening Communication Exercise

- This experiential exercise demonstrates the effectiveness of open, honest, specific two-way communication and the frustration and potential pitfalls of one-way communication.

Listening Skills Inventory & Critical Active Listening Skills

- A twenty-question inventory that allows the participants to honestly assess their current attitude/behaviours towards listening and a follow-up discussion designed to increase their awareness of the traps they fall victim to.
- A participative discussion outlines the core behaviours that participants MUST exhibit if they are going to become strong listeners and, as importantly, create the perception in others that they are active listeners.

Conflict Management

- Learn how to apply practical strategies and techniques for diffusing conflict and how to leverage disagreement for increased individual and team functioning.

TONY WHITE

Trainer, Facilitator & Coach

- This module will take an “interest-based” approach to conflict resolution and help participants examine the sources of conflict, analyze one’s conflict style, appreciate how people view conflict differently, understand the dynamics of the “internal conflict spiral” & most importantly, apply methods and techniques to manage conflict in the workplace.
- This module will help participants shift from an adversarial to a collaborative and interest-based approach to conflict management.

Action Planning

- Specific discussion on how they will apply what was covered back on the-job and what support they will need from each other and their Managers.