

Conflict Resolution

Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Participants will also be provided a set of skills in solution building and finding common ground.

In this course, participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even law suits.

Course Outline

- An Introduction to Conflict Resolution
- Conflict Resolution Styles with the Thomas-Kilmann Instrument
- Creating an Effective Atmosphere
- Creating a Mutual Understanding
- Focusing on Individual and Shared Needs
- Getting to the Root Cause
- Generating Options
- Building a Solution
- The Short Version of the Process
- Additional Tools

Who Should Attend

Professionals and managers who want to enhance their ability to deal with conflict situations productively.

Prerequisites

The candidate must have completed or be in the process of completing a high school or secondary school diploma or similar educational standards.

Approvals & Accreditation

- Ministry of Labour, Kingdom of Bahrain
- HABC
- ILM

Learning outcomes

Upon the completion of this Course, the learner will be able to:

- Understand what conflict and conflict resolution mean
- Understand all six phases of the conflict resolution process
- Understand the five main styles of conflict resolution
- Adapt the process for all types of conflicts
- Break out parts of the process and use those tools to prevent conflict
- Use basic communication tools, such as the agreement frame and open questions
- Use basic anger and stress management techniques

Course Duration

The standard duration of this course is 12 contact hours.

Training methods

- Interactive facilitator lead learning
- Class activities
- Group discussions
- Case studies
- Practical sessions
- Question and answer sessions
- E-learning
- Role-plays
- Self-assessment tools

For more information please feel free to contact:

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