



The BIG BRAIN's Solution for you to learn Conflict Resolution Skills

Are you afraid of conflict? This is perfectly normal! Instinctively, our brains tell us that conflict is dangerous, so our natural inclination is to do battle or run away. However, fear of conflict can turn leaders, managers and employees into 'psychological hostages' who are paralyzed and unable to challenge others. The truth is that we can use wellmanaged conflict to bring enormous benefits to people and companies. In fact, conflict management is often one of the biggest drivers of change. Properly handled, it can help people to be more innovative and can create stronger bonds, build effective teams and improve performance. The key is to openly face an issue and negotiate a win-win outcome.

"Friction or opposition resulting from actual or perceived differences or incompatibilities". Conflict management minimizes the negative outcomes of conflict and promotes the positive outcomes of conflict with the goal of improving learning in an organization. Properly managed conflict increases organizational learning by increasing the number of questions asked and encourages people to challenge the status quo. Organizational conflict at the interpersonal level includes disputes between peers as well as supervisor-subordinate conflict.

Learning outcomes

- Understanding of Conflict, why it takes place?
- Their own default conflict style.
- Ways that people listen to what others say that increase conflict.
- Ways that people can listen to what others say that lead to harmony and resolution.
- How can one deal with their own anger.
- Steps they can take to deal with anger in others.
- Negotiating conflicts to reach a mutual agreed solution.

Program

The Communicating Effectively training may includes the following with lots of games, activities, role plays and hands on experiences.

Understanding Organisational Conflict

- When, how and where conflict occurs in organisations
- How conflict can be an opportunity for positive change

Conflict Styles

- Raising awareness about our own ways of dealing with conflict
- The three fundamental conflict styles
- What is our default style?

Ways We Can Respond to Others In Conflict Situations

- Two responses that lead to increased conflict
- Two responses that get to the heart of the issue
- Making the shift from conflict to cooperation

Dealing With Anger In Ourselves

- Noticing when we are angry
- Techniques to stop and pause
- Reframing our judgements into needs

Defusing Anger & Aggression In Others

- The warning signs of anger
- Ensuring our own safety when dealing with others
- Strategies for defusing anger in others

Conflict Negotiation Skills

- Expressing ourselves clearly and cleanly
- 5 essential steps for transforming hostility into collaboration
- Finding mutually beneficial strategies and solutions

Listening Skills

- Active Listening
- Typical blockage of typical learning
- Selective Listening

Factors to improve Communication Skills

- the psychology of communication
- giving and receiving feedback
- communication barriers
- building trust and rapport
- powerful messages in 30 seconds
- personal action plans

Methodology

We use a “learning by doing” training methodology to support behavior change through highly interactive training. Using our customized cases and exercises, we ensure that participants apply the skills and strategies learned and receive intensive coaching and feedback. We utilize role plays, drills, in-the-action feedback, and other application techniques. We supplement learning by doing with some other teaching strategies, including small group discussion, drills, flip chart development to capture participant opinions and ideas, and limited PowerPoint slides. For Train-the-Trainer workshops, we not only provide Leader’s Guides, but we also provide in-depth Leader Notes for every case and exercise that provide additional insights and best practices.

Regards,

Team – Big Brain Learning and Development Institute Pvt. Ltd.

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