

## Getting the Best From Conflict

Conflict is an everyday part of life, but it is often feared and we miss out on the value that can be gained. This Workshop examines conflict, what creates it, approaches for dealing with it, and how to gain the value that exists and is waiting for you in conflict.

### Course Benefits

By taking this workshop you will be able to:

- recognise positive and negative forms of conflict
- understand how conflict develops
- know different strategies for dealing with conflict
- be aware of some of your own patterns related to creating and/or reacting to conflict
- be able to apply conflict for positive results in a variety of situations

### Who Would Benefit from Attending?

Anyone with an interest in strengthening their abilities for effectively managing conflict.

### Course Outline

#### What is Conflict?

- Forms of conflict
- Conflict indicators
- Impact when poorly managed
- Standard responses to conflict
- What styles do you rely on?
- Meaning and use of conflict within us / internal tension

#### Applying Conflict Positively

- Decision making
- Problem solving
- Team building
- Negotiation
- Ethical behaviour
- Collaboration
- Personal development

### Duration

1 day

