



## Advanced Conflict Resolution & Change Management Strategies

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## Course Summary:

This interactive and thought-provoking programme gives delegates deep immersion into the world of Conflict at work. Difficult colleagues and team members can drain the energy and performance of any team, causing distrust, conflict and a bad atmosphere for everyone. Delegates will be given tools and techniques to enable them to face up to the challenges of conflict and turn everyone into productive team players, contributing to results. This programme will give delegates:

- A strategic framework to handle conflict effectively
- A blueprint to handle difficult situations
- A behavioral map to navigate your way through all conflict
- The tools and techniques to create effective change

## WHO SHOULD ATTEND?

- Individuals who have some experience at the supervisor/manager level and are ready to take more management responsibilities
- Individuals who are being groomed to make the transition from supervision to management
- Individuals who need a deeper understanding of what drives individual behavior
- Individuals who need to hone their communication and coaching skills to produce results
- People who need to hone their ability to delegate and coach
- Leaders who are looking to improve their managerial competencies
- Those who have been appointed to lead a change initiative

## Course Objectives:

By the end of this course, delegates will learn about:

- Recognize differing conflict behaviors and learn to adapt to them in order to build lasting collaboration
- Build effective communication skills for increased collaboration, productivity and reduced conflict

- Give and receive feedback on performance openly
- Deal with negativity and cynicism effectively
- Know the most difficult types and how to deal with them
- Manage relationships with others effectively
- Understand the key drivers for lasting change
- Understand the need to take responsibility for leading change

## Course Outline:

### DAY 1 -

#### Conflict Management Overview

- What do we mean by the term: "Conflict Management"?
- Our reaction to conflict
- Communication Exercise
- DVD: Conflict Management
- How to avoid misunderstanding
- The Steps to Effective Conflict Management

### DAY 2 -

#### Conflict Resolution

- Perception Exercise
- Conflict Resolution Instrument
- Types of communication
- Building collaboration quickly and easily
- Conflict Resolution Exercise
- DVD: Dealing with Difficult People
- The results of every communication
- Collaboration Exercise

## DAY 3 -

### The Skills of Conflict Management

- The behaviors that get results
- The Assertiveness Framework
- Assertiveness Exercise
- Questioning Skills
- Listening for results
- Beyond Listening

## DAY 4 -

### High Level Conflict Resolution

- Emotional Intelligence Questionnaire
- Your E.I. Strengths
- Truth Exercise
- Dealing with Liars
- Facilitating a Dispute
- The Saboteur
- The Secret to Dealing with People
- Negotiation Exercise

## DAY 5 -

### Change Management

- Change Exercise
- Personal Growth and Change Strategies
- The Change Curve
- DVD: The Stages of Change
- The Steps to Effective Change
- The Burning Platform
- Making Change Stick
- Change Exercise

