

# The Conflict Solution

2 x 3 (hr) modules

*Dealing with conflict can be very stressful and draining and it can often affect performance and damage business relationships. Managing conflict and identifying solutions requires confident communication skills and the ability to assess the situation accurately. The 'Conflict Solution' is designed to equip individuals with the necessary skill base to be prepared, professional and to identify effective solutions.*



## You will learn

- Why conflict occurs and how it often can be avoided
- To identify personality and conflict styles
- How to map the conflict and identify the underlying cause
- Strategic communication and listening techniques
- How to manage the emotions of both parties
- How to plan and prepare for a conflict
- Practical application through extensive role plays and customised activities
- How to negotiate outcomes to bring resolution
- How to maintain healthy, productive relationships

## Designed for

This course is recommended for anyone who needs to maintain effective and productive relationships with colleagues, senior management, customers and clients.

***This course can be delivered over two x 3 hour sessions followed by 3 up to 3 months of facilitator support online.***

*“Peace is not the absence of conflict but the ability to cope with it.”*

*Steven V Thulon*

**Ineffective conflict skills could be costing your company...**

*Loss of productivity*

*Staff morale and motivation*

*Stress and health issues*

*Poor relationships and working conditions*

## David Patmore and the Conflict Solution

David has extensive experience nationally and internationally managing conflict in a variety of conditions. He has worked with many of the top 100 companies in Australia and has been instrumental in helping his clients increase their relationship effectiveness and achieve winning results. David has an impacting and engaging style, which is contemporary, relevant and equips people with the necessary tools to identify their conflict solutions.