



## CONFLICT MANAGEMENT TRAINING, WORKSHOPS, THINK TANKS, AND VIGOROUS DEBATE.

**The cheapest and most effective way to resolve workplace conflict is early, at the lowest possible level, by the people involved, and without third party participation – especially if that consumes expensive managerial time.**

A conflict-wise environment with a workforce that has the skills to sort out problems themselves stops waste and generates creativity.

When that is combined with a culture that demands best attempts at conflict management at 'ground-level' - Indeed a culture that frowns upon workplace conflict avoidance – then employees are charged with responsibility for collaboration, and joint brainstorming needed for 'win-win' solutions. It stops 'me-vs.-you' thinking and forces an 'us-vs.-the problem' approach. Therein lies the creativeness and innovation which often exposes opportunities or 'transportation' of ideas to other corners of the organisation.

Conflict competencies and conflict resolution skills are necessary to achieve that.

### **Conflict Management Training basics**

The first is an understanding of the nature of conflict, and the second is the skills that enable 'Brave Discussions'.

### 1. MANAGING CONFLICT FOR INCREASED PRODUCTIVITY ©

This is much more than "Conflict 101". It includes a conflict behaviour profile and feedback for each learner [Conflict Dynamics Profile™ CDP – I], examines conflict costs in detail, and provides a robust intro to the understanding of workplace conflict and the opportunities that "Brave Discussions" present.

Of special value is the in-depth appreciation, understanding, and awareness of how everything fits in to an organisation-wide Integrated Conflict Management System – a crucial step to buy-in, participation, and contribution to the creation or revamp of a system.

- 1. MANAGING CONFLICT FOR INCREASED PRODUCTIVITY ©**
- 2. BRAVE DISCUSSIONS**
- 3. CONFLICT COMPETENCE**
- 4. MANAGERIAL MEDIATION**

MANAGING CONFLICT FOR INCREASED PRODUCTIVITY © is designed to build advocacy, involvement, and support for organisational effectiveness improvements through first-rate conflict management systemisation.



## 2. BRAVE DISCUSSIONS

This practical and highly participative workshop is designed to build competencies to resolve 'everyday' problems one-on-one.

A workforce that is inclined to avoid dealing with conflict, or to consistently involve others to settle disputes, is an expensive proposition.

A full 80% of all disputes should be managed quickly, by the people involved.

Most of us have never learned the skills needed to do that. To cut waste, improve productivity, or maintain motivation, anyone who interacts with other people needs to know how to dialogue collaboratively and creatively. That's obvious and applicable to most people on the planet.

If you don't SEE this as an everyday, normal part of work in your organisation, then it isn't happening, or isn't happening enough.

It could be that your organisation's culture discourages conflict dialogue, or more likely, your people, like most, prefer not to engage. That is usually for the lack of confidence which is often overcome with practical training.

When 'Brave Discussions' become commonplace, everyone benefits.

## ADVANCED TRAINING

### Conflict Competence and Managerial Mediation

Conflict Competence and Managerial Mediation are crucial as a foundation for effective conflict management, and to keep workplace conflict management dealt with at the lowest and cheapest level.

***"It seems obvious that core competencies for managers would include good conflict management skills and particularly, the ability to assist employees to have brave discussions - otherwise known as Managerial Mediation".***

These two competency-builders that follow on from the basics cater to middle and senior management. The first is an intense exploration of one's own 'Conflict Competence' and the other, 'Managerial Mediation' is essential for anyone that has people reporting to her/ him.