1-HOUR FACILITATED WORKSHOP

WORK BETTER

CONFLICT

Respond well to disagreement

ABOUT THE COURSE

Good relationships are critical to great work. Getting on with someone makes everything feel easier, while not getting on with someone can do the exact opposite. Conflict is a fact of life, but it isn't the problem; avoiding it or handling it badly is. Well-managed conflict can even be constructive, clearing the air, releasing tension and increasing understanding.

In this session, we will give you simple, practical ways to handle difficult situations with clarity, confidence and control.

SESSION AGENDA

01 **Exploring Conflict**
Reflect on how you currently respond to conflict and what you would like to change.

02 **Understanding Emotions**
Discover how conflict often stems from a feeling that one of our core human needs is under threat.

03 **Resolving Conflict**
Learn a step-by-step framework for preparing for, opening, exploring and resolving conflict.

04 **Verbal and Non-Verbal Communication**
Understand how your words, tone and body language can calm a situation down or escalate it.

05 **Staying Calm**
Learn how to step back and reset so you can listen well and explain yourself clearly.

INTERACTIVE EXERCISES

Conflict Reflection
Recall a recent disagreement and identify whether you tend to avoid or attract conflict.

Human Needs
Identify which human need felt at risk for you, and for the other person, in your conflict example.

Debate vs Dialogue
Take part in a live debate and compare it with the open, curious approach of dialogue.

Open Questions
Turn closed questions into open ones that encourage honest conversation.

Calming Breath
Practise a breathing technique you can use to stay composed in tense moments.

LEARNING OUTCOMES

- Understand how conflict is driven by a perceived threat to core human needs, both yours and others'.
- Learn a step-by-step framework to prepare for, open, explore and resolve conflict constructively.
- Develop the verbal, non-verbal and calming techniques to stay composed in difficult conversations.

FACILITATED SESSION

This is a facilitated, discussion-led workshop rather than a lecture. Your coach guides the group through practical exercises, encourages open discussion, and creates an engaging environment where participants can share experiences, challenge their thinking and learn from one another.