

CONFLICT SKILLS

Tools to tackle conflict and navigate challenging conversations.

◆ ABOUT THE COURSE

Conflict is a part of working life but when it's ignored or mishandled, it can quickly impact morale, trust and team performance. This session equips managers with practical strategies for resolving conflicts constructively and engaging in tough conversations.

We'll explore what effective conflict resolution looks like in leadership; the root causes of workplace conflict; and a clear framework for preparing and leading challenging conversations. You'll leave with the skills to handle conflict effectively and strengthen communication and collaboration across your team.

◆ SESSION AGENDA

01 Exploring Conflict

Understand the two typical instincts people have in conflict - avoiding it or leaning into it - and how yours shows up at work.

02 Understanding Emotions

Understand the human needs - like fairness, respect and control - that sit beneath most conflict, and how they shape people's reactions.

03 Guide to Resolving Conflict

Apply a four-step framework - Preparation, Open, Explore, Resolve - to structure any difficult conversation.

04 Verbal and Non-verbal Communication

Understand the shift from debate to dialogue, and why tone and body language can calm a conflict - or escalate it.

05 Staying Calm

Learn simple techniques to pause, breathe and stay composed when a conversation starts to feel overwhelming.

◆ INTERACTIVE EXERCISES

Your Response to Conflict

Individually, reflect on a recent conflict or disagreement, and identify what you'd like to change about how you handle it.

What Felt at Risk

Individually, reflect on which human need felt at risk for you in a recent conflict, and what might have felt at risk for the other person.

Which Step Do You Rush?

Individually, identify which step of the resolving-conflict framework you tend to rush, avoid or skip, and commit to doing it differently next time.

Reframing Closed Questions

Rewrite three closed questions into open ones, to practise encouraging honest dialogue in conflict.

Reading Body Language

As a group, discuss and note down what effective body language looks like in a conflict situation.

Calming Breath Practice

As a group, practise the four-step calming breath technique together to reset before a difficult conversation.

◆ LEARNING OUTCOMES

- ◆ Build confidence in handling difficult conversations.
- ◆ Manage emotions and stay composed in tense situations.
- ◆ Improve communication to resolve conflict and maintain relationships.
- ◆ Increase self-awareness of conflict style and adapt for better outcomes.

FACILITATED SESSION

This is a coach-led session. Managers work on real situations from their teams, reflect on their behaviour, and practise applying the tools - leaving with actions, not just ideas.