



Overview:

This training program is designed to increase competence in the areas of assertive communication, influence, and conflict management behavior patterns.

Training Topics:

Conflict Management with the Thomas-Kilmann Instrument

- Conflict Styles
 - Competitive
 - Collaborative
 - Compromising
 - Accommodating
 - Avoiding

Role-play Simulation:

- A role-play of a virtual conflict will be conducted where two of the participants will be involved
- The facilitator and peers will share feedback on the positives and areas of improvement

Conflict Resolution Process

- Managing Emotions
 - Keeping your cool
 - Listening Empathy
 - Asking yourself empowering questions
- Assertiveness
 - Dealing with 'Aggressive' and 'Submissive' behavior
 - The 4-step process of assertiveness



- Applying the 4-step process (Paired simulations)

Training Hours:

The duration of the training program will be 3 to 6 hours based on the needs of each client.

Training Methodology:

Our training is carried out in a risk-free environment which encourages trainees to practice the skills that are taught. We use a number of training methods including:

- Simulations
- Interactive Discussions
- Group exercises to enhance the learning process.

Requirements:

- The training will be conducted on a virtual platform (mutually agreed on before the session)
- Maximum number of participants will be 15 per batch