Conflict Resolution Training

Training Topics:

- **Understanding Conflict**
  - Defining conflict
  - Understanding levels of conflict
  - Traditional ways of handling conflict
  - Role play: handling conflict
  - Steps to effective conflict resolution
- **Ways To Approach Conflict**
  - Role play: ways to approach conflict
  - Active listening techniques
  - Empathy
- **Skills For Effective Conflict Resolution**
  - **Persuasion**
    - Principles of powerful persuasion
    - Effective methods of persuasion
    - Activity: sticky chair
  - **Negotiation**
    - Skills of negotiation
    - Managing emotions
    - Role play: negotiation
  - **Assertiveness**
    - Dealing with 'Aggressive' and 'Submissive' behaviour
    - Process of assertiveness
    - Exercise: Aggressive, Passive and assertive behaviour
    - Role play: assertiveness

Training Hours:

The duration of the training program will be 8 hours