

Conflict Resolution

Recommended especially for all People Managers and HR functions employees e.g. HR Advisors, HR Managers, HR Business Partners and all involved in conflict mediations.

WHAT IT'S ABOUT

- Learning standard methods of resolving conflict and how to use (not use) each.
- Learning simple and easy-to-use tools and techniques to help mediate or resolve conflicts.
- Learning to approach conflict in a structured way to help them separate facts from emotions.

TRAINING AIMS

- By the end of the course, the participants will be able to:
- set aside biases and prejudices when engaged in conversations;
 - ask meaningful questions that will help the participants understand the issues at hand;
 - understand and apply the principles of listening at 110%;
 - approach conflict in a structured way, using an easy to use checklist to help them separate facts from emotions.

DURATION & COMPONENTS

Pre-work	Complete Needs Analysis Survey
Pre-call	Needs Analysis Call (1h)
Session 1	Workshop: The 3 Laws of Business Communication Defining Conflict Ways of Communicating Ways of Resolving Conflict (4h)
Session 2	Workshop: Listening at 110% Reflecting, Paraphrasing, Clarifying Asking Powerful Questions (4h)
Session 3	Workshop: Getting to a Solution Agree & Commit Participant personal cases practice (4h)
Post-course call	Closing Call (1h) (2 weeks after the final session)
Time commitment per participant	12h of online/F2F workshops 2h of calls Up to 1h of individual work

- Post course: 60-day access to reference materials and feedback on homework
- Digital materials: slide decks and templates for preparing the mediation/conflict resolution process

TRAINERS

Robin Baker, Ewelina Bakalarz

For trainer profiles, please go to: <https://accentbusiness.pl/team/>

For more information, please contact us:

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