

Define Potential presents:

Collaborative Approaches to Conflict Resolution

Course Overview:

Collaborative problem solving, managing complex stakeholder relationships and handling those difficult conversations form the basis of this course. Aimed at fostering collaborative relationships and recalibrating “first impressions,” the day sets the scene with the environment, explores stakeholder engagement and builds self-awareness through understanding conflict.

Course Details

Format



- Online

Duration



- 6 hours

Audience



- Emerging Leaders
- Mid-level leaders

\$750pp GST inc.*

Course Outline

Session 1

Welcome and Introduction

- Overview of the day

Session 2

Considering Context

- Formal and informal authority
- Stakeholder vs partnering relationships

Session 3

Effective Stakeholder Engagement

- A six-step approach for identifying, analysing, prioritising and monitoring stakeholders
- Engagement strategies and intended purpose/results

Session 4

Understanding Conflict

- Sources of defensive threat
- Helping others with their emotions
- The conflict cycle
- Techniques and approaches to managing conflict

Session 5

Bringing it All Together

- Personal strengths
- Areas requiring further development

Key Learning Objectives



Recognise the triggers of potential conflict and the reasons these occur



Develop techniques and approaches to effectively manage conversations involving conflict



Understand how to identify, analyse and prioritise stakeholder engagement



Explore collaborative problem-solving approaches to managing conflict

“The aim of argument and discussion should not be victory, but progress.” – Joseph Joubert

Want more information? Contact us via any method below to learn more
www.definepotential.com.au / 02 6174 0869 / admin@definepotential.com.au

* Plus Eventbrite booking fee