

Conflict Resolution Skills and Strategies

Session Outline:

- Full day training session
- Focus: mediation and investigation
- Mix of theory and activities



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Session Outcomes

- Understand the causes of conflict
- Explore participants personal conflict resolution styles
- Define the skills required to resolve conflict
- Explore and practice resolving conflict in the workplace via using mediation and investigation techniques

Definition of Conflict

“ Conflict occurs when two or more people are unable to resolve differences or when we individually are torn between competing demands, responsibilities, expectation, priorities”

(Conflict Resolution Network)



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