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## Conflict Resolution

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National Competency Standard (BSB)

BSBWOR203 Work effectively with others

BSBCMM301 Process customer complaints

### Aim

This course will give participants a six-step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Participants will also be provided a set of skills in solution building and finding common ground. Participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organisation no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition and even law suits. The course does not include formal negotiation, counselling or conducting mediation.

### Audience

This course is relevant to staff in public or private organisations that wish to develop a more harmonious atmosphere at the workplace and resolve conflicts in a non-confrontational, win-win manner.

### Duration

One day.

### Course Outcomes

1. Understand what conflict and conflict resolution mean.
2. Understand all six phases of the conflict resolution process.
3. Understand the five main styles of conflict resolution.
4. Be able to adapt the process for all types of conflicts.
5. Be able to break out parts of the process and use those tools to prevent conflict.
6. Be able to use basic communication tools, such as the agreement frame and open questions.
7. Be able to use basic anger and stress management techniques.

### Optional Assessment

**This is a nationally recognised training program.** Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit of competency outlined above (additional fee applies – please enquire when you book). Participants who choose not to be assessed will receive a Certificate of Attendance. Exercises completed during the course will be used as evidence towards unit competency

## Course Content

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### **Module One: Getting Started**

- Workshop Objectives
- Pre-Assignment Review

### **Module Two: An Introduction to Conflict Resolution**

- What is Conflict?
- What is Conflict Resolution?
- Understanding the Conflict Resolution Process

### **Module Three: Conflict Resolution Styles with the Thomas–Kilmann Instrument**

- Collaborating
- Competing
- Compromising
- Accommodating
- Avoiding

### **Module Four: Creating an Effective Atmosphere**

- Understanding and valuing individual differences
- Active listening
- Asking questions
- Ten Important Communication Skills
- The Agreement Frame
- Neutralising Emotions
- Setting Ground Rules
- Choosing the Time and Place

### **Module Five: Creating a Mutual Understanding**

- What Do I Want?
- What Do They Want?
- What Do We Want?

### **Module Six: Focusing on Individual and Shared Needs**

- Finding Common Ground
- Building Positive Energy and Goodwill
- Strengthening Your Partnership

### **Module Seven: Getting to the Root Cause**

- Examining Root Causes
- Identifying the Benefits of Resolution

### **Module Eight: Procedures for dealing with customer complaints**

- Maintain a register of complaints/disputes
- Referring complaints to authorised personnel
- Legislative requirements

### **Module Nine: Generating Options**

- Generate, Don't Evaluate
- Creating Mutual Gain Options and Multiple Option Solutions
- Digging Deeper into Your Options

### **Module Ten: Building a Solution**

- Creating Criteria
- Creating a Shortlist
- Choosing a Solution
- Building a Plan

### **Module Eleven: Additional Tools**

- Stress and Anger Management Techniques

### **Module Twelve: Wrapping Up**

- Words from the Wise