

Conflict Resolution Skills Course

'Valuable practical skills for managing whatever life throws at you'

During this 6-week course you will gain:

- **Knowledge** of how conflict affects our minds and bodies, and an increased awareness of how we communicate
- **Practical skills** to polish your own reactions and behaviour, and to influence others
- **Confidence** to put these skills & knowledge into practice, to express yourself more assertively, and to have those difficult conversations



resolution 1. boldness, constancy, dedication, determination, doggedness, earnestness, energy, firmness, fortitude, tenacity, perseverance, purpose, resoluteness, resolve, sincerity, steadiness, staying power, steadfastness, stubbornness, tenacity, willpower 2. an assertion, declaration, determination, decision

Outline

❖ Week 1

Intro & Neuroscience of Conflict

- Introductions
- What conflict means to you
- Relevant areas of the brain
- 'Fight or flight' path
- Neurons & empathy

❖ Week 4

Communication Strategy

- Reactions in anger & shame
- The OFNR communication strategy
- The 4 applications
- Reframing language

❖ Week 2

Our Environment & Culture

- The effects of rules & values
- Cultural interference
- Styles of communication & negotiation

❖ Week 5

The Importance of Empathy

- The essential leadership tool
- Self-empathy
- Empathy for 'other'
- Listening & reflecting
- When the answer is 'no'
- Language, physiology, tonality

❖ Week 3

Challenges to Authority

- The choices we make
- Respect v. Fear
- Reward & Punishment
- Increasing employee engagement
- How our roles define us

❖ Week 6

Use of Force & Gratitude

- Intention – curiosity/concern
- Protective v. Punitive use of force
- Expressing gratitude
- Performance appraisal

Course format

The course runs over a **6-week period** in a series of **2 hour sessions**. This enables us to cover all the fundamental skills, strategies, and knowledge in manageable chunks, with time for reflection and practice between sessions. Each session or 'chunk' covers different aspects of conflict and communication, building from one week to the next to achieve a whole intelligence around how we connect with each other, and the ability to deal with conflict in the most effective and efficient ways possible.

The sessions are highly interactive, and we will be using peer & group work, discussion, and authentic examples to practise the communication skills and strategies that you are learning. Questions are welcomed throughout, and the structure is relatively flexible to allow for in-depth discussions where necessary. Extra resources will be sent via email after each session, for optional further study.

Number of participants: Minimum of 4; maximum of 12

Duration: 6 weeks

Options:

| Day | Time | Start date | End date | Venue |
|--------|-------|------------------------|---|------------|
| Friday | 2-4pm | 9 th March | 20 th April (no session on 6 th April) | Meadowbank |
| Monday | 5-7pm | 12 th March | 23 rd April (no session on 9 th April) | Meadowbank |

Cost: **Earlybird** (paid by 10th February) **\$600 + GST** (\$690 total for all 6 sessions)
After 10th February **\$750 + GST** (\$862.50 total for all 6 sessions)

Payment: Can be made **by Cheque** made out to Mediation Matters and sent to Mediation Matters, PO Box 18209, Auckland 1743

OR

By **Direct Credit** to Mediation Matters BNZ account: **02 0261 0036917 000**
(Please use your name as 'Reference')

AND Email fiona@mediationmatters.co.nz with your choice of start date

Your facilitator - Fiona White AAMINZ & Acc.M.LEADR

With over 20 years professional experience in adult education and training, management, commerce, industry, recruitment and customer care in the UK, France and New Zealand, Fiona has a great understanding of the costs and benefits of conflict. She has also developed a deep awareness of the diverse cultural influences that affect how we communicate. Her mission is to share her conflict resolution knowledge and skills as widely as possible, and to help others to see conflict as an opportunity for learning and growth.



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