

## **Training Content**

### **Training Takeaways :-**

- Avoiding the feeling of being used like a 'door-mat'
- Reducing aggressive behavior
- Remaining calm when dealing with conflict and difficult situations
- Working more effectively with others through honest and open communication
- Understanding others' underlying concerns and reach win-win situations
- Assertively persuading others to reach a particular decision at a particular point in time

**Duration : 16 hours**

### **Module 1 Introduction**

1. Icebreaker
2. Understanding : What is Conflict?
3. Personal Anecdotes : Day to Day Conflicts at Workplace

### **Module 2 Thomas Kilmann Instrument**

1. Collaboration
2. Compromise
3. Accommodation
4. Compete and Avoid

### **Module 3 Build a Space**

1. Neutralize Emotions
2. Chose Time & Space
3. Set Ground Rules
4. Circle of Want : What do I want : What do they want: What do we want.
5. Benefits of Conflict Resolution
6. Creating a Positive Space

### **Module -4 Time to Shine**

1. Road to Root Cause
2. Forget and Forgive
3. Cause & Effect
4. Evaluate to Excel
5. Digging Mutual Gains

### **Module -5 Learning Communication Skills**

1. 7 Cs of Communication

2. Active Listening
3. Managing your Emotions - Circle of Concern, Influence and Control
4. Open End Questions
5. Usage of Right VocabularyVocabulary
6. The art of Saying No
7. Dealing with Assertive and Submissive Behaviour

#### **Module-6 The Chimp Paradox**

1. One minute observation test
2. The chimp paradox - Mind Management Model
3. Third party intervention
4. Lightbulb Moment
5. Agreement Box
6. Recognize Healthy Conflicts