

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