



The Transforming Conflict in the Workplace Course©



We exist to empower leaders and teams to breakthrough and achieve their potential!

Call us at: + 61 481 307 778

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The Transforming Conflict in the Workplace Course©

Would your leaders and team members benefit from an immersion in practical solutions to workplace conflict?

There is potential for conflict wherever there are people. Conflict costs businesses and organisations hundreds of millions of dollars every year. Yet, conflict can be a great factor for organisational success. Conflict was exacerbated when workplaces came back after extended time working from home. Unhealthy workplace conflict can destroy a relationship and infect a whole team.

While everyone will face conflict, very few people are adequately equipped to resolve conflict in a healthy way. So, whether you are a manager leading a team, a leader driving change, a practitioner who is advocating for their client, or an HR professional engaging internal stakeholder – no matter what your role is, if you need to engage, influence, and inspire people. This course is going to help your team members build their conflict management skills and strategies. The training implements practical activities and role-plays that activate the contemporary conflict resolution skills that we teach.



☑ 1-2 Hours | ☑ 1/2 Day | ☑ Full Day

This Breakthrough Corporate Training proprietary course will include the following outcomes for your team:

- The dynamics of conflict – what is conflict? The difference between conflict management, conflict resolution, and conflict transformation.
- What causes conflict and the cost of untransformed conflict.
- The unique benefits and dangers inherent in conflict.
- Understanding how and why you respond to conflict the way you do.
- Recognize styles/tactics of conflict, patterns, behaviours, and the conditions that each are adopted. Understand alternative styles and develop a variety of skills to respond flexibly to any conflict style or tactic resulting in de-escalating situations.
- Develop a positive attitude toward conflict where you are liberated from stress, confusion, and fear.
- Learn and Apply 'the 12 Skills of Conflict Resolution' (We will overview all 12 skills and we can focus on roleplays/activities with specific skills that will help your team members.) The 12 Skills to Transform Workplace Conflict are: 1) The Win/Win Approach, 2) Creative Response, 3) Empathy, 4) Appropriate Assertiveness, 5) Co-operative Power, 6) Managing Emotions, 7) Willingness to Resolve, 8) Mapping the Conflict, 9) Designing Options, 10) Negotiation, 11) Mediation, 12) Broadening Perspectives.
- Develop positive ways to respond to difficult people and develop positive ways to respond to people who are in distress.
- Knowledge on how to use a step by step conflict resolution process to transform conflict disputes.
- A working understanding of the 5 levels of conflict and how to prevent going to levels 4 and 5.
- A set of skills in solution building and finding common ground.



This course may include actual role-plays or live activations and consulting with customer service, sales teams, etc.



The overall training/coaching is aimed to help participants gain a comprehensive understanding of conflict resolution and be activated through practical activities and role-plays. This course can be run in the following formats: 1-2 Hour, Half Day and Full Day options are available. Call +61 481 307 778 or email office@breakthroughcorporatetraining.com.au for more information.

Empowering leaders and teams to breakthrough and achieve their potential!

Breakthrough Corporate Training offers workshops, corporate training, coaching, team building, retreats and speaking services to organisations in Australia and worldwide. Breakthrough Corporate Training has a strategic partnership with TransforMe Learning and combined, we have over 70,000 hours of coaching/mentoring/training experience in organisations. 10s of 1000s of People from organisations in Sydney Australia and around the world have been transformed through our talks, corporate training, coaching, and mentoring. See some of our combined clients below.



Our Vision

Breakthrough Corporate Training is a Sydney Australia-based corporate training leader. We facilitate powerful breakthroughs that transform team culture through our CLASS (Communication, Leadership And Soft Skills) and RAW (Resilience And Well-being) Courses and Programs. Our clients experience transformation through our on-line and on-site training, coaching, team building, retreats, and keynote talks. We add enormous value to teams as they become healthy, cohesive, and successful.

Our Core Purpose

To Empower Leaders and Teams to Breakthrough and Achieve Their Potential!

Our Core Values

Our Core Values show you what is really important to us and how we behave. Our core values demonstrate who we are at our core to our clients. These Core Values are intrinsic to who we are, and they do not change. Our Core Values are *Engagement, Breakthrough, and Passion*.

- Engagement* – We are engaged in every client encounter.
- We empower leaders and teams to *Breakthrough*.
- Passion* is our energy that fuels transformation experiences.

Our Nurture Values are values that we care about and that we aim to demonstrate in our behaviour. These values reflect our standards and how we function in our organisation. Our Nurture Values are *Relevance, Heart, Integrity, Presence, Truth, Courage, and Teamwork*.



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