



REAL[™]
CONFLICT COACHING

CONFLICT COMPETENCY

INCREASE YOUR UNDERSTANDING
OF CONFLICT DYNAMICS

2 DAY WORKSHOP

When we are competent in identifying, analyzing and understanding conflict, we are better placed to effectively respond to our own conflict situations, as well as to support others in conflict.

This workshop will assist you to understand how conflict arises and how it escalates. You will also explore how people typically feel and behave in conflict, and how they tend to think and talk about it. Participants will learn the elements of positive conflict management and resolution.

Who should attend?

- *Anyone who experiences conflict in their private or professional life, or who works with others experiencing conflict.*
- *Coaches who would like to extend their competency in working with clients in conflict.*
- *Executives and managers who wish to improve their conflict competency in the workplace.*
- *Lawyers seeking new ways to support and engage with clients in conflict.*
- *Teachers and other education professionals seeking to understand conflict in learning and research environments.*
- *Anyone with an interest in enhancing their capacity to understand conflict*

Conflict is a normal part of life, however it doesn't always have to be negative. Constructively managed conflict can have positive outcomes, such as increased communication and understanding, innovation and team-building.

When conflict is not identified at an early stage, or is not managed effectively, it can cause irreparable damage to relationships. It can also waste time, energy and money.

This workshop will help you identify conflict risk factors, analyse conflict when it arises, be aware of the signs of conflict escalation, and understand the likely impact on conflict on those involved.

IN THIS WORKSHOP YOU WILL:

- Explore how and why conflict arises;
- Examine how and why conflict escalates;
- Compare constructive and destructive kinds of conflict;
- Analyse your own conflict style;
- Consider how people feel and behave when they are in conflict;
- Learn about how people typically think and talk about their conflicts, and how this can lead to unhelpful conflict interactions.