



MANAGING CONFLICT

Our proven Managing Conflict Training offers best practice conflict management solutions - very practical tools, tips, methods & frameworks that actually work in the real world.

This course - like pretty much every program we run - can be adapted, tailored & customised to the individual needs, scenarios & situations of every client. In fact, we prefer to do that.

“What I liked best was being able to personalise / tailor to our specific roles (CSO, etc)”. Participant, CSO

We can run the program as a one day format (the most popular option), or as a 2 day or longer program depending on the complexity & level of skill required, with the days delivered 4-6 weeks apart to promote better learning. **All programs can include supporting coaching and/or team workshops.** We recommend programs delivered to participants operating in particularly high conflict/high-personal stress situations especially include supporting coaching.

Overview

The course is applicable to & can be adapted to a wide range of scenarios, from front line client / counter / customer service staff to field operatives in a range of roles. For example, we have even successfully delivered this program to government rates collectors, and livestock inspectors & vets who have had to deal with irate farmers threatening to take out a shotgun & sort them out!

The course has been designed by extremely experienced, highly qualified but enormously practical & grounded experts* who have combined the best modern practices & models with what they use & what works on the ground in real conflict situations, from high-level mediations to people threatening violence to angry & troublemaking neighbours!

The course can be tailored & adapted to incorporate scenarios & situations unique to the participants.

*a combination of credentials including: a Doctorate of Sports Psychology & Psychology, 3 highly qualified mediators & negotiators (two with law qualifications, one Harvard trained), 2 are qualified Lifeline Counsellors, 3 are conflict coaches, one was awarded the International Coach Federation Australia Coach of the Year 2013.

This program is proven to get results for participants experiencing situations such as the following:

- ✚ Teams & individuals working in a high pressure environment with very challenging client service / customer facing roles, both counter & in-the-field based
- ✚ Staff dealing with frequent confrontation from difficult clients (internal & external)
- ✚ Severe conflict in the working environment amongst individuals and teams
- ✚ Mediating threats of disciplinary action or calling in the unions
- ✚ Ongoing, unreasonable behaviour often resulting in heated discussions

*“The presenters were very engaging & funny! Very informative & relevant to not just work but everyday life as well”
Participant, CSO*

Our **Managing Conflict Training** equips participants to be proactive and constructive when - and more importantly before - problems arise. The programme teaches easy-to-implement techniques to help take the heat out of situations, reduce & self-manage anger, fear, tension & stress, & so participants are more likely to get better, more mutually acceptable win/win type outcomes (or the closest practical thing to it).

Our focus on practical demonstrations and real-life solutions ensures the following outcomes:

“Develop People. Boost Performance. Fuel Productivity.” Through...

COACHING TRAINING FACILITATION MEDIATION PSYCHOMETRIC ASSESSMENTS 360° ASSESSMENTS

© Southern Cross Enterprises/Southern Cross Coaching & Development Pty Ltd

Tel: (02) 7901 5618 | Email: getresults@southerncrosscoaching.com.au | Website: www.southerncrosscoaching.com.au



Program Outcomes:

- ✚ Learn how to diffuse tension and get people talking collaboratively
- ✚ Know how to have constructive conversations instead of destructive ones
- ✚ Resolve conflict in the work place quickly and effectively without impact on business performance
- ✚ Engage positively with others to create strong working relationships within the team for increased collaboration and maximum output
- ✚ Self-manage your own state & reduce anger, stress & increase resilience in times of pressure and stress to maintain professionalism and productivity
- ✚ Increase efficiency and effectiveness by reducing time lost on conflicting situations

"Very interactive & with real scenarios" Senior District Vet

Please contact us direct for more information & to discuss how we can tailor the course to your exact situation & needs.

Email: getresults@southerncrosscoaching.com.au or call 02 7901 5618.

Our programmes are tailored to the individual needs of every client. Candidates learn through acquiring new tools and frameworks, practical demonstrations of typical workplace scenarios, active participation and discussion, as well as driving personal accountability through the creation of their own action plan through our P.I.G. – our Performance Improvement Grid.

Below is a guide to the course content subject to any relevant customisation for your team's needs.

Programme Structure

Specific tailoring of the program

We can run the program as a one day format (the most popular option), or as a 2 day or longer program depending on the complexity & level of skill required, with the days delivered 4-6 weeks apart to promote better learning. **All programs can include supporting coaching and/or team workshops.** The program can be specifically tailored to each individual group; the below structure is a guide on which most programs are based.



"Develop People. Boost Performance. Fuel Productivity." Through...

COACHING TRAINING FACILITATION MEDIATION PSYCHOMETRIC ASSESSMENTS 360° ASSESSMENTS

© Southern Cross Enterprises/Southern Cross Coaching & Development Pty Ltd

Tel: (02) 7901 5618 | Email: getresults@southerncrosscoaching.com.au | Website: www.southerncrosscoaching.com.au



Program Outline

This is only indicative content to give a general idea of what our programs cover. **It is not an exhaustive list.** Our trained conflict management experts can probably incorporate & design what you need, so please just ask us.

- ✚ The 'MAD BAD' Cycle of Conflict Thinking
- ✚ Defining conflict and types of conflict
- ✚ Stages of conflict
- ✚ Identifying the 7 key causes of conflict
- ✚ How to break the cycle and bring others on board
- ✚ Don't take the bait! How to avoid getting sucked in!
- ✚ Practical techniques to resolve conflict quickly and effectively
- ✚ Understand how you react when dealing with confrontation
- ✚ Defining conflict and types of conflict
- ✚ The Essential Communication Skills to reduce conflict
- ✚ Personal conflict styles & how to deal with them in the work place
- ✚ Mastering effective body language and tone of voice to lessen conflict
- ✚ How to 'Reframe Your Game' in conflict scenarios
- ✚ Conflict resolution style questionnaire
- ✚ The conflict/opportunity test
- ✚ Helping others through conflict
- ✚ The E.A.R™ model of empathetic listening
- ✚ Handy, easy to use Quick Reference Guides
- ✚ Personal action plan for effective steps forward

"Really liked the content's relevance in my workplace (& life in general!). Presenter was very good in helping with the small group activities" Participant, NSW Livestock Health & Pest Authority

Who can benefit:

- ✚ Teams working as a group of individuals rather than as a team
- ✚ Divided teams prone to complaining, gossiping, moaning
- ✚ Managers dealing with fractious teams divided by conflict
- ✚ Teams who have recently been through changes that have left a negative impact on relations and the overall team environment
- ✚ Managers dealing with difficult individuals who are keen to bring the wider team on board collaboratively and constructively
- ✚ Individuals prone to defensiveness who desire techniques to better manage their state in the work place environment
- ✚ Individuals dealing frequently with challenging team members, clients or customers who need ways to address issues and move forwards effectively

Please contact us direct for more information & to discuss how we can tailor the course to your exact situation & needs.

Email: getresults@southerncrosscoaching.com.au or call 02 7901 5618.

"Develop People. Boost Performance. Fuel Productivity." Through...

COACHING TRAINING FACILITATION MEDIATION PSYCHOMETRIC ASSESSMENTS 360° ASSESSMENTS

© Southern Cross Enterprises/Southern Cross Coaching & Development Pty Ltd

Tel: (02) 7901 5618 | Email: getresults@southerncrosscoaching.com.au | Website: www.southerncrosscoaching.com.au