

Managing Yourself and Others During Conflict



Introductory

For practitioners who would like a good foundation to improve their skills.



2 CPD Hours

Conflict in human relationships, even good relationships, is inevitable. Learning how to manage conflict is a key skill for anyone as conflict is a part of daily life.

Managing conflict is not easy – it requires self-awareness, solid communication skills, the motivation to resolve uncomfortable situations, and the ability and confidence to enter into a 'Crucial Conversation'.

During these situations the need to claim and negotiate ones personal space (physical and emotional) is important. Being able to verbally and nonverbally communicate positive and negative feelings without violating the dignity of others is vital to successfully navigating relationships and conflict. This type of behaviour is called assertive behaviour.

Assertive behaviour utilises methods of communication which enables you to maintain self respect, pursue your needs, and communicate your rights without abusing or dominating others.

This interactive workshop will cover:

- Understanding your conflict style and insight into what your emotional triggers are
- How to prepare for difficult situations , think it through, and the nature of conflict
- How to adjust your style to suit the situation
- How to transform anger and hurt feelings into powerful dialogue
- How to create and display constructive "Above the line behaviours"
- How to listen and reflect to validate and respect others
- How to be persuasive, not abrasive
- New techniques and tools to create "Crucial Conversations"



Presenter - Steven Colligan

Steven is a registered psychotherapist and organisational development specialist with over 20 years' experience. Steven specialises in capability building, business transformation, change leadership, and human resources transformation.

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