

# NAVIGATING CONFLICTS

1-Day Program



**Imagine a conflict less world around you. Is there any growth? Is there anyone confronting us? Disagreeing with us? Conflicts handled effectively bring forth trust, hope, commitment, respect and change. Neglected conflicts instead bring about resistance, despair and frustration. This DOOR program offers participants with future-ready tools to understand their own mindset towards conflict, skills to manage conflict and a working framework for resolving conflicting situations.**

## Navigating Conflicts



## Topics

- + What is and is not conflict? Effective ineffective conflicts and impact on business
- + Becoming aware of my responses in conflicting situations
- + My conflict orientation and style
- + Communicatively assertively and mindfully
- + Working with different conflicts on varied situations

## Training Objectives

At the end of this training you will be able to:

- 1 Appreciate the importance of conflicts in a business context
- 2 Develop a functional personality ready to deal with conflicts assertively and mindfully
- 3 Communicate effectively and functionally in conflicting scenarios

## Duration

1 Day

# #CONFLICT RESOLUTION IS FIRST MINDSET AND THEN SKILL SET.

## Program Schedule

### Business context of conflicts

- + Reasons, what is and is not
- + To be or not to be

### Responses to conflicts

- + States
- + Being
- + Feeling
- + Acting
- + Identifying your own processing mechanism

### My conflict orientation and style

- + Collaborative
- + Accommodative
- + Attacking

### Communicating assertively and mindfully

- + Importance of listening and mindful probing
- + Forward Focus
- + Identifying the stage of anger
- + Using skills and techniques to empathize and solutionize
- + Using pacing

### Action Planning

- + My conflict management commitment plan
- + Triggers I need to work on
- + Skills I need to develop
- + Unresourceful and resourceful states I need to identify and work on

## More information

If you would like to discuss any one of our programs please contact us.

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