



Conflict Resolution Skills Seminars

Each module covers different aspects of conflict and communication, building from one to the next to acquire a whole intelligence around how we connect with each other. Participants develop the ability to deal with conflict in the most effective and efficient ways possible, and benefit from time for reflection and practice between modules.

Each of the 6 modules can also be delivered as stand-alone seminars of 2-3 hours, or combined with others to form day-long courses:

Module 1 '*The Neuroscience of Conflict*' covers how the brain processes fear, our instinctive reactions and how we can override them. You will gain a greater understanding of how your mind and body function, and how to improve your health and build resilience.

Module 2 '*Our Environment and Culture*' covers the effects of rules and values, cultural interference, and communication & negotiation styles. You will develop your awareness of how your environment affects you and vice versa, and how your 'culture' influences your perceptions.

Module 3 '*Challenges to Authority*' covers the choices we make, respect & fear, reward & punishment, increasing employee engagement, and how our roles define us. While reflecting on your own relationship with 'authority' and your identity, you will discover the short- and long-term effects of incentives, and look at alternative ways to engage people.

Module 4 '*Transforming Communication*' covers the dynamics of conflict, raising awareness of behaviours and perceptions, the core 4-step communication strategy, and reframing language. As you are guided step by step through the simple 4-part strategy and its 4 applications, you will gain insights into difficult behaviours, learn how to connect with people in conflict situations, and the importance of the words we use.

Module 5 '*The Importance of Empathy*' covers why it is an essential quality for leadership, self-empathy, empathy for others, reflective listening, coping with 'No', and the effects of language, physiology & tonality. You will discover the power of empathy and how to use it to influence others, and learn strategies for self-care.

Module 6 '*The Use of Force & Gratitude*' covers our intentions, how we use force in a protective manner and as punishment, the art of expressing and receiving gratitude, and how to give constructive performance appraisal. You will gain understanding around the different ways we use force and their effects, learn how gratitude creates connection, and how to give an evaluation of someone's behaviour which will be well received.

Workshops and seminars can be tailor-made to suit the needs of the participants and the organisation.

**Talk to Fiona today about your particular needs, to create a
Conflict Resolution Skills workshop or course specifically designed for you.**

Call 021 232 6805 or email fiona@mediationmatters.co.nz

"Our task now is not to fix the blame for the past, but to fix the course for the future." - John F. Kennedy