

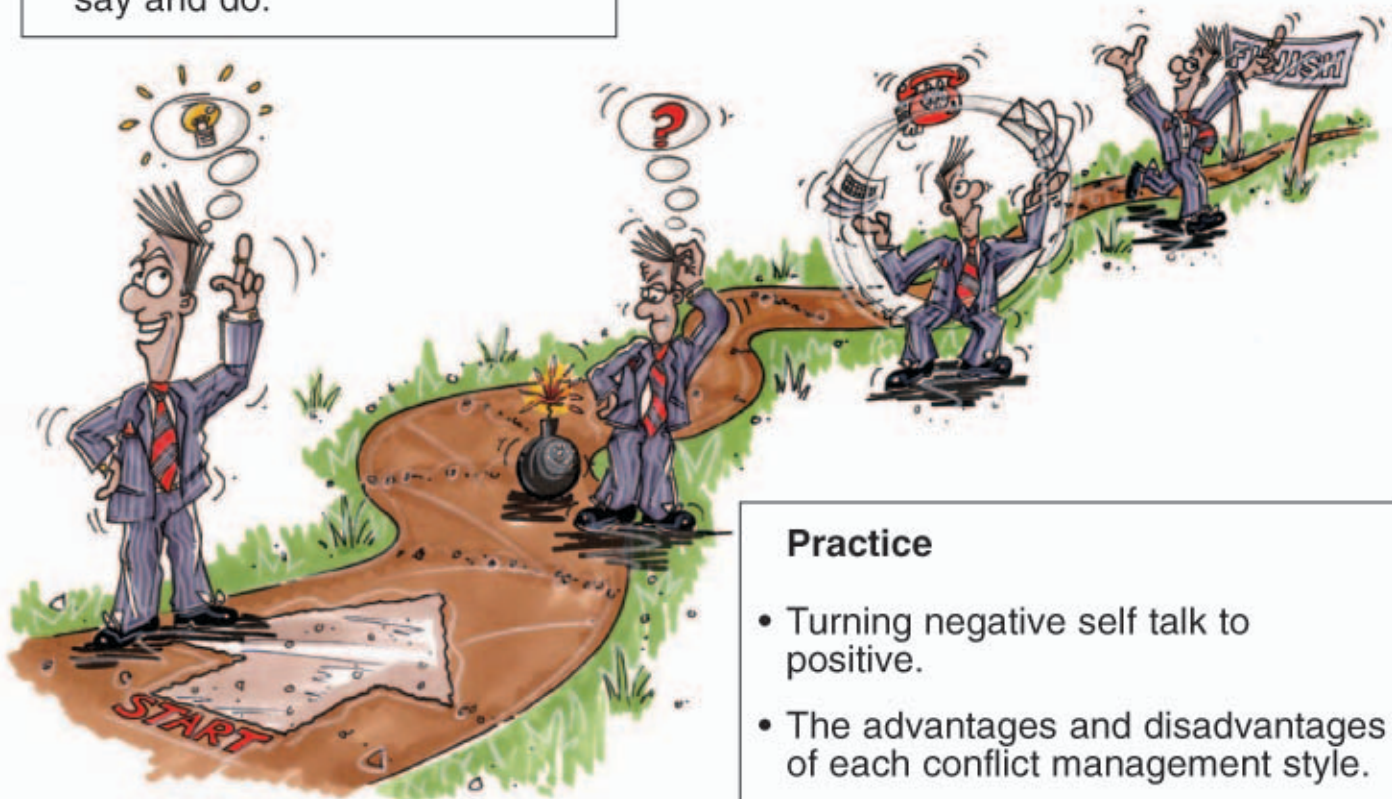
Resolving conflict

Presentation

- The self-fulfilling prophecy and the impact of what we say to ourselves.
- Conflict management styles.
- Being congruent in what we say and do.

Performance

The conflict resolution process and to tackle that pressing situation.



Preparation

Consideration of the benefits and costs of conflict both to the organisation and personally.

Introduction of the module theme WIN: WIN and the four life positions of conflict.

Practice

- Turning negative self talk to positive.
- The advantages and disadvantages of each conflict management style.
- Option A - A case study on using the styles.
- Option B - Practice at getting tone, words and physiology to match the style we are using - thus being congruent.

Options A & B will be selected dependent upon the group.

