



# Conflict Resolution

90 minutes

## *5 simple skills for effective communication, conflict resolution and ways to cultivate empathy*

**Course Overview:** Workplace tensions and stress are at an all time high. A healthy organisational culture depends on the strength of the relationships and shared values of its members. Clear communication which facilitates connection and understanding is vital to the health and resilience of any organisation as well as the individual.

This 90-minute Communication Course helps to:

- defuse conflict
- broaden perspective
- create connection
- deepen understanding
- grow emotional intelligence
- cultivate empathy

Also included:

- Confidential pre course worker interview (this will assist in contextualising content)
- Confidential post course survey (providing invaluable feedback from workers)
- Post course report from the Facilitator providing feedback and recommendations
- Certificate of course delivery and attendance record as evidence of training

### Clear & Connected Communication:

- Proven 5-step process for defusing conflict and creating connection
- Demonstrates healthy ways to process our thoughts and judgments for self-regulation and personal responsibility
- Clarifies what lies beneath people's behaviour that we might be reacting to
- Provides a direct of experience of the 5-steps in action on a real life example

### Participants of this course receive:

- Bonus Gift Pack containing:
  - Ten Tips for Connected Communication Booklet - 32 pages of practical tips and exercises
- 4-week follow up email series to review and encourage further practice

Our accredited Mental Health First Aiders are aware of the scope of mental health concerns being faced in these times. Our trainers are professional, relatable and passionate about what we are offering.