

Bulletproof People - Conflict Management Course Outline



FOCUS: Developing the skills, strategies and culture required to identify and respond to conflict in the workplace.

LENGTH: 3 options

- 1 hr Awareness session
- 4 hr Workshop
- Customised program

GROUP SIZE: 10-20 (Larger groups may require extra facilitators).

METHOD:  Personal reflection  Pairs collaboration  Group think & action

AWARENESS

Identify what 'Zone' this conflict may be in.

- Denial (Purple)
- Diligence (Blue)
- Safe (Green)
- Warning (Orange)
- Danger (Red)

IDENTIFY

Being aware of my body language & tone during listening & responding.

- Conflict environment i.e. common ground
- Conflict stance i.e. sit/stand
- Conflict ratio i.e. one on one/one on two
- Conflict medium i.e. in person, phone, email, social media etc.
- Exchange of power
- Win/Win

FUTURE

Debriefing myself and others post the encounter.

- Separating "What I do" from "Who I am"
- Learning from criticism even when unfounded
- Venting vs Gossiping
- Protecting my personal value

TRANSFORM

Leadership - Repeating the behaviour

- Developing convictions & executions behaviour
- Key Action 30, 60, 90 day plans.