



Course Title:	Managing Conflict and Having Courageous Conversations
Course Ref:	G210418
Course Duration	A one-day workshop
Course Dates:	Wed. April 4th
Location:	Galway city (venue tbc)
Course Overview and Objectives:	<p>This workshop is to support professionals to be at their best when the need to transform potential conflict situations into collaborative opportunities is present or when the need to courageously speak up arises.</p> <p>Although grounded in a solid theoretical framework, this is a very practical workshop and past participants have left this workshop feeling far more personally empowered to speak their truth in an assertive way so that their personal message is delivered respectfully and with maximum impact.</p> <p><u>Introduction: Part 1 - Managing Conflict:</u></p> <p><i>Being at our Best through the Art of Transforming Conflict Situations into Collaborative Solutions</i></p> <p>The aims of this segment of the workshop are as follows:</p> <ol style="list-style-type: none"> 1. Transform conflict from a potentially destructive force in personal and professional relationships into opportunities for collaboration and the deepening of relationships. 2. Reach better solutions through collaboration and idea exchange 3. Equip participants with the skills and techniques that are essential for success in the interdependent organizations we live in today <p><u>Part 2:</u></p> <p><i>Being at our Best through the Art of Courageous Conversations</i></p> <p>The aim of this segment of the workshop is to support participants to develop the skill of courageously speaking up when challenged to express their unique viewpoint when the stakes may be high in an emotionally charged environment.</p>

**Course Content
(summary)**

Introduction: Part 1 - Managing Conflict:

Being at our Best through the Art of Transforming Conflict Situations into Collaborative Solutions

Conflict is a normal part of the human experience and the possibility of conflict arising is present in every situation where people interact. Each of us responds in a unique way to conflict. Some of us respond in an aggressive way which can often result in the conflict escalating – others respond in a passive way in an attempt to avoid the conflict.

Through the understanding and use of an internationally recognized Conflict Styles model, participants in this workshop will become aware of their own default conflict response.

They will also become aware of four alternative personal responses to conflict. With such awareness comes greater opportunity to create a more positive and productive resolution to the conflict. Participants will also be given a process that they can use in their next encounter with conflict to maximize the likelihood of the conflict resulting in a positive collaborative solution rather than a negative destructive one.

This opening segment of the workshop also explores how conflict among team members can be seen as an opportunity to deepen relationship and team performance rather than it being a source of tension and a reduction in overall team performance.

Part 2 –

Being at our Best through the Art of Courageous Conversations

Most professionals feel challenged to assertively speak their truth when they believe that to do so may make the situation worse or that the consequences of courageously expressing their unique viewpoint may have long term negative consequences. This segment of the workshop will provide the participants with all of the tools, tips and techniques to be able to successfully navigate their way through a difficult conversation and to arrive at the best possible outcome for themselves, their teams and their organization.

One of the secrets to assertively speaking up is to be able to resist our survival instinct towards flight or fight during difficult conversations and so this workshop begins by explaining this primitive survival instinct and how to manage it internally so that we can respond maturely to the situation rather than react defensively. The participants will then be provided with a tool to support them to prepare for a challenging conversation.



	A second practical tool will also be provided to support the participants to navigate their way through the actual challenging conversation. The program participants will also be provided with some resources to be able to deal with the situation where no time is available to prepare for a difficult situation and so they need to be able to deal with the challenging situation in real time and in the here and now.
Participant requirements to be eligible for this course (if any)	Participants need, at a minimum, to have a basic level of English (both verbal and written skills).
Certification Details (if applicable)	N/A
Programme Cost per person	€140 p.p. – GES Members (€190 p.p. – non-members)
Booking Details:	Please email info@galwayexecutiveskillnet.com confirming no. of places, course reference no. and your P.O. if applicable