



Training,
Processes &
Strategies

Conflict is a natural part of life....

—how you handle it makes all the difference!

Do you want:

- more effective skills to manage conflict?
- advanced techniques for interpersonal communication?
- greater self-confidence for dealing with conflict situations?
- basic negotiation skills?
- practical problem-solving skills for personal effectiveness?

RICO Training,
Processes & Strategies

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This course offers a practical approach to developing better relationships, both at work and at home.

A. 5 x 2.5 hr sessions

<p>Session 1:</p> <ol style="list-style-type: none">1. Understanding Conflict:: 90<ol style="list-style-type: none">About ConflictRecalling Personal Experience of ConflictLevels of conflictThe Tools of Conflict Resolution2. The Win-Win Approach.: 60<ol style="list-style-type: none">How we Behave in ConflictA Model for Understanding Behaviour in ConflictLevels of conflictThe Tools of Conflict Resolution	<p>Session 2:</p> <ol style="list-style-type: none">3. The Creative Response: 60<ol style="list-style-type: none">Exploring Our Responses to ConflictTwo Models for Approaching ConflictLooking for the Positive in Conflict4. Empathy: 90<ol style="list-style-type: none">Exploring the Meaning of EmpathyValuing DifferencesEmpathy BlockersIntroduction to Active Listening
<p>Session 3:</p> <ol style="list-style-type: none">5. Appropriate Assertiveness: 60<ol style="list-style-type: none">Understanding our Responses to Conflict“I” Statements6. Managing Emotions: 90<ol style="list-style-type: none">Identifying Emotions and their EffectExpressing EmotionHandling Our Own AngerHandling Difficult Emotions in Others	<p>Session 4:</p> <ol style="list-style-type: none">7. Willingness to Resolve: 90<ol style="list-style-type: none">Exploring Our Unwillingness to ResolveProjection8. Cooperative Power: 60<ol style="list-style-type: none">Introduction to PowerPower BasesTransforming “I should” to “I choose”
<p>Session 5:</p> <ol style="list-style-type: none">9. Mapping the Conflict: 60<ol style="list-style-type: none">Introduction to MappingThe Steps of MappingReading a MapWhen to Use MappingWhen it is Difficult to Identify the IssueFrom Mapping to Generating Solutions10. Designing Options: 90<ol style="list-style-type: none">Creating OptionsDesigning OptionsSteps in Choosing OptionsActing on the Chosen Option	

B. Two Day Format

DAY 1

1. Understanding Conflict
2. The Win-Win Approach
3. The Creative Response
4. Empathy
5. Appropriate Assertiveness

DAY 2

6. Managing Emotions
7. Willingness to Resolve
8. Co-operative Power
9. Mapping the Conflict
10. Designing Options

Group Size:

Minimum 10, Maximum 24.