

## CONFLICT RESOLUTION

Conflict is a disagreement between people or groups where a difference in need, value or motivation is preventing agreement. Conflict, arguments, tension and change exist in all facets of our personal and professional lives. Conflict resolution is a way for two or more parties to find a peaceful solution to a disagreement. Learning to overcome conflict sensibly, fairly and efficiently is a critical talent of a successful leader. In a highly immersive and interactive learning environment, participants will realise their conflict resolution potential through inspired learning.

## KEY LEARNING OBJECTIVES

- Learn the communication techniques that positively influence others in a conflict situation;
- Learn to apply the five phases of effective conflict resolution;
- Understand how to use active questioning and listening to identify differences in need, value and motivation;
- Learn how to separate the problem from the person, so that real issues can be debated without damaging working relationships;
- Apply a joint, problem solving approach to dealing with conflict;
- Learn how and when to adapt your conflict resolution style;
- Learn what to do when despite your best efforts a resolution is not achieved.

## KEY LEARNING OUTCOMES

- Demonstrate an ability to adapt your communication energy to suit the situation;
- Use the three communication styles to influence others;
- Effectively use non verbal communication skills (body language, physical position, expression and posture);
- Use tone to appropriately convey feelings and emotions;
- Demonstrate the skills and behaviours of active listening;
- Demonstrate the ability to involve others through open and probing questions;
- Demonstrate the ability to identify and separate the differences that are preventing agreement;
- Use a collaborative approach to understand and agree facts;
- Demonstrate an ability to explore options and ideas jointly.



## HOW WILL I LEARN?

This course is delivered utilising our unique combination of classroom style learning, feedback workshops and a simulated building site. Participants assume a site leadership role and are given the opportunity to practice and apply newly learnt skills and knowledge when confronted with everyday challenges and personalities experienced on site.

Learning is reinforced and enhanced in our simulation sessions with a team of highly trained specialist actors. Participants are given the opportunity to negotiate, problem solve, communicate and provide direction to site personnel, management and subcontractors. In our safe learning environment, participants will be challenged to demonstrate effective consultation and communication techniques, the ability to motivate others and become influential leaders for your organisation.

## DEBRIEFING SESSIONS

Each simulation is monitored by a team of trained observers and followed by a facilitated debriefing session. Here participants are able to exchange their experiences and individual feedback is provided by the observers.

Participants discover that there are many ways to approach each interaction or challenge and how their actions influence onsite outcomes. Participants will become aware of their development areas having the opportunity to practice, refine and ultimately implement onsite.

BLSC participants will develop the skills to effectively reason and problem solve, consult for more effective outcomes and motivate others to work safer and more productively for your organisation.

## ENROLMENT DETAILS

Duration: 1 day

Date: TBC

Cost (inc. GST):

\$995 – Master Builders Member

\$665 – Master Builders Member & Incolink Contributor

\$870 – Non Member/Incolink Contributor

\$1185 – Non Member

To make a booking please call 9411 8000 or book online at [blsc.com.au](http://blsc.com.au)

