



Conflict Resolution: A One Day Primer

How You Will Benefit:

- Understand conflict
- Be able to identify the stages of conflict
- Use LECSR to resolve conflict
- Identify other ways to resolve conflict
- Develop personal skills necessary to resolve conflict

What You Will Cover:

- Defining conflict
- Types of conflict
- Benefits of conflict
- Costs of conflict
- The role of anger in conflict
- The five stages of conflict
- The LECSR tool
- Setting norms and rules
- Seven steps to ironing things out
- Using mediation and facilitation
- Confrontational facilitation
- Managing differences collaboratively
- Asking questions
- Listening skills
- Non-verbal communication
- Problem solving tools
- Managing anger and stress
- Stress management techniques
- Stress management through positive self-talk