

Resolution Solutions Offering

Training Programme	Aims and Themes	Group Size
<p>Resolution Awareness for Advocates</p> <p>Managing and resolving conflict in the workplace</p>	<p>Their role as Advocates</p> <p>Influencing and engagement</p> <p>Facilitating a meeting</p> <p>The Anatomy of Conflict:</p> <ul style="list-style-type: none"> • To define conflict • To identify the main phases of conflict • Self-analysis -conflict handling styles • To enable participants to describe the typical behaviours at play when conflict is not constructively managed <p>Fight, Flight or Friendship:</p> <ul style="list-style-type: none"> • To enable participants to identify different approaches that can be used to manage conflict constructively • Psychology of conflict • From Gripes to Goals – facilitating a meeting • Mediation awareness: what it is and what it isn't 	<p>Up to 15</p>