

Resolution Solutions Offering

Resolution Awareness for HR	Aims and Themes	Group Size
Managing and resolving conflict in the workplace	<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 – finding a way forward • Mediation awareness: what it is and what it isn't 	Up to 15