

cto

corporate training options

About Us

Our mission at CTO is empowering people through learning that drives lasting growth and organisational success.

With that focus, we provide high-quality, practical training designed to help individuals and organisations build skills, improve performance and adapt to an ever changing business environment.

With experienced trainers and flexible delivery options, CTO provides engaging, results-focused learning designed to strengthen capability and support long-term business success.

*“Hope is NOT a
Development Plan.”*

Conflict Management

Other Personal Development Courses

- Stress Management
- Developing Assertiveness
- Goals and Goal Setting
- Time Management
- Professionalism in the Office
- Effective Communication
- Business Etiquette and Professionalism

Skills that Build Teams that Win

Contact Us

We would love to collaborate with you



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*Our trainers are located all across
Australia.*



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Personal Development: Conflict Management

The Challenge

Conflict is inevitable when people work together, but unmanaged conflict destroys teams, damages relationships and wastes enormous energy. Many people avoid conflict until it escalates or handle it poorly and make situations worse. The ability to navigate conflict constructively—addressing issues without damaging relationships—is a critical professional skill most people never learn.



What you will Learn

- ✓ Understand different conflict styles and their impacts
- ✓ Address conflict early before it escalates
- ✓ Have difficult conversations that resolve rather than inflame issues
- ✓ Listen to understand competing perspectives
- ✓ Find solutions that address underlying interests - not just positions
- ✓ Manage your emotions during conflict situations
- ✓ Repair relationships after conflict occurs

Who should Attend

This essential program is valuable for anyone who encounters conflict in professional settings and wants to handle it more effectively. Ideal participants include:

- Team members working in collaborative environments
- Managers mediating team conflicts
- Customer-facing professionals handling disputes
- Anyone wanting to improve conflict resolution skills

Course Delivery

- Online via Microsoft Teams
- Onsite at your Workplace
- Hybrid (combination of both)

Duration

- Full Day Course

Group Sizes

Our prices are based on group sizes and not per person (the more the merrier)

- 1 - 3 trainees
- 4 - 15 trainees
- 16 - 20 trainees

Pre Requisites

None - Open to all

Course Modules

Module 1. Understanding Conflict

- What Conflict really is and why it's not inherently bad
- The business case - Why unmanaged conflict drains productivity, trust and talent
- The avoidance trap - why dodging conflict makes it worse, not better
- Common conflict myths that keep people stuck

Module 2. Knowing your Conflict Style

- The 5 conflict styles and the impact each has on relationships and outcomes
- Identifying your default style under pressure
- Why no single style is "right". Matching style to situation
- The cost of an unconscious, one-size- fits-all approach

Module 3. Catching Conflict Early

- Reading the warning signs before conflict escalates
- Why small issues left unspoken become big problems
- Distinguishes a "concern" from a "complaint" from a "conflict"
- A framework for raising issues while they are still small

Module 4. Having the Difficult Conversation

- Why most people either avoid the conversation or have it badly
- A structure for opening a difficult conversation without triggering defensiveness
- Separating the person from the problem
- Staying on the issue when emotions try to pull you off it

Module 5. Listening Beneath the Position

- The difference between what someone is asking for (position) and why (interest)
- Listening to understand, not to rebut
- Questions that surface the real issue beneath the stated one
- Recognising competing but not necessarily incompatible perspectives

Module 6. Finding Solutions that work

- Moving from "who's right" to "what works"
- A framework for generating options that address underlying interests
- When to compromise, collaborate or escalate
- Testing solutions for durability not just agreement in the room

Module 7. Managing yourself under Pressure

- What happens to the brain and body during conflict
- Recognising your own triggers and escalation points
- Techniques for staying composed and rational in the moment
- Knowing when to pause a conversation and resume later

Module 8. Repairing and Moving Forward

- Why relationships often need repair even after an issue is "resolved"
- Rebuilding trust after a difficult conversation or conflict
- Turning conflict into a stronger working relationship
- Creating personal practices to handle the next conflict better

Educate, Elevate and Empower