

CONFLICT

Conflict Resolution and Relationship Building

Help your team resolve conflict and build trust when they work and talk online. Over eight weeks they learn to listen, negotiate and mediate in virtual settings, and to handle disputes in remote teams and online communities.

LENGTH	SESSIONS	FORMAT	PRICE
8 weeks	16	Live online or at your workplace	\$2,160 Per person, plus tax

What your team will learn

- Spot the ways conflict changes when it moves online
- Negotiate and mediate a dispute fairly and confidentially in a virtual setting
- Manage emotions and build trust in digital working relationships
- Create a plan to prevent conflict and keep online interactions constructive

Week by week

WEEKS	Understanding conflict online
1-2	Session 1 Conflict in virtual spaces What sets online conflict apart, and the challenges it brings in virtual settings. Session 2 Approaches for online settings Digital communication strategies and conflict resolution models adapted for working online. Session 3 Listening online Techniques for active listening and clear communication in online interactions. Session 4 Being assertive online Expressing needs and concerns assertively, whether you're writing or speaking.

WEEKS

3–4

Negotiation and mediation online

- Session 5 **Principled negotiation online**
Applying the principles of negotiation in virtual settings.
- Session 6 **Virtual negotiation strategies**
Using technology to negotiate online and reach outcomes that work for both sides.
- Session 7 **The online mediator**
The mediator's responsibilities, neutrality and ethics when mediating virtually.
- Session 8 **Running an online mediation**
How to run a mediation session virtually, manage the technology and keep it confidential.
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WEEKS

5–6

Emotions, trust and ethics online

- Session 9 **Emotions in online conflict**
Recognizing and managing emotions in digital interactions.
- Session 10 **Building trust online**
Building rapport and credibility in virtual relationships and while resolving conflict.
- Session 11 **Ethical guidelines**
Keeping online conflict resolution fair, confidential and respectful.
- Session 12 **Cultural sensitivity**
Understanding cultural differences and adapting your style for diverse online audiences.
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WEEKS

7–8

Complex conflicts and prevention

- Session 13 **Conflict in virtual teams**
Remote work challenges, team relationships and organizational conflict in virtual teams.
- Session 14 **Online communities**
Mediating disputes in virtual forums, social media platforms and online groups.
- Session 15 **Preventing conflict online**
Strategies to prevent conflict and encourage constructive online interactions.
- Session 16 **Your conflict resolution plan**
Each person builds their own approach to resolving conflict and building relationships online over time.
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How the sessions work

Online simulations

Virtual role-plays, case studies and scenarios to practise resolving conflict in digital settings.

Virtual discussion forum

An online community where your team shares experiences and asks questions.

Readings and webinars

Recommended articles, e-books and webinars on online conflict resolution.

Live virtual workshops

Interactive video sessions with trainers and guest speakers for extra guidance.

Who it's for

- Remote and hybrid teams who work mostly over video, chat and email
- Managers who lead people they rarely see in person
- Staff who moderate online communities, forums or social media

Book this course for your team

At your workplace or online. We'll send a written quote and dates that suit your team.

(548) 490-4384

david@davidstraining.com

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