



# Conflict De-Escalation Techniques

Title: Conflict De-Escalation Techniques

An 8 weeks Online Training Program

Price: \$2350.40 (incl HST)

## Description:

Conflict is inevitable in both personal and professional settings, but how we respond to conflict can make all the difference in resolving issues peacefully and maintaining positive relationships. In this 8-week online training program, "Conflict De-Escalation Techniques," participants will learn essential skills and strategies to effectively de-escalate conflicts, foster understanding, and promote constructive dialogue. Through interactive sessions, practical exercises, and real-world scenarios, participants will gain the tools needed to improve active listening, speak with empathy, develop a solution mindset, and avoid common pitfalls that escalate conflicts.

## Week 1-2: Understanding Conflict Dynamics

- Session 1: Introduction to Conflict De-Escalation: Exploring the nature and impact of conflict, and the importance of de-escalation techniques.
- Session 2: Conflict Triggers and Responses: Identifying common triggers of conflict and understanding different response styles.

## Week 3-4: Active Listening and Empathetic Communication

- Session 3: Active Listening Skills: Techniques for attentive listening and understanding others' perspectives.
- Session 4: Speaking with Empathy: Developing empathy in communication to build rapport and trust.

## Week 5-6: Solution-Oriented Mindset

- Session 5: Solution-Oriented Approach: Shifting from problem-focused to solution-focused mindset in conflict resolution.
- Session 6: Collaborative Problem-Solving: Strategies for finding mutually beneficial solutions and reaching agreements.



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## Week 7-8: Avoiding Common Conflict Traps

- **Session 7: Common Conflict Escalators:** Identifying and avoiding common behaviors that escalate conflicts.
- **Session 8: De-Escalation Strategies in Practice:** Applying learned techniques to real-world conflict scenarios through role-plays and case studies.

## Additional Resources and Practice:

**Role-Play Exercises:** Interactive role-plays and simulations to practice conflict de-escalation techniques in realistic scenarios.

**Reading Materials:** Recommended articles, books, and resources on conflict resolution, active listening, and empathetic communication.

**Discussion Forums:** Online forums for participants to share experiences, ask questions, and engage in peer learning.

**Feedback and Coaching:** Opportunities for individual feedback and coaching from instructors to enhance learning and skill development.

Join us for this transformative training journey and unlock your potential to de-escalate conflicts, foster understanding, and promote harmony in your personal and professional relationships.