



Conflict Resolution and Relationship Building

Title: Conflict Resolution and Relationship Building

An 8-week online training program

Price: \$2440.80 (incl HST)

Week 1-2: Understanding Conflict Dynamics

Week 1: Introduction to Online Conflict Resolution

- ❖ **Session 1: Overview of Online Conflict: Understanding its unique dynamics and challenges in virtual environments.**
- ❖ **Session 2: Conflict Resolution Approaches: Exploring digital communication strategies and conflict resolution models adapted for online settings.**

Week 2: Effective Communication Skills in Virtual Environments

- ❖ **Session 1: Active Listening and Digital Communication: Techniques for active listening and effective communication in online interactions.**
- ❖ **Session 2: Assertiveness in Digital Communication: Strategies for expressing needs and concerns assertively in written and verbal communication.**

Week 3-4: Negotiation and Mediation in Virtual Spaces

Week 3: Online Negotiation Skills

- ❖ **Session 1: Principled Negotiation Online: Applying negotiation principles in virtual settings.**
- ❖ **Session 2: Virtual Negotiation Strategies: Leveraging technology for online negotiations and reaching win-win outcomes.**

Week 4: Introduction to Online Mediation

- ❖ **Session 1: Role of the Online Mediator: Responsibilities, neutrality, and ethical considerations in virtual mediation.**
- ❖ **Session 2: Online Mediation Process: Techniques for conducting mediation sessions virtually, managing technology, and ensuring confidentiality.**



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Week 5-6: Managing Emotions and Building Trust Online

Week 5: Emotional Intelligence in Virtual Conflict Resolution

- ❖ Session 1: Emotional Awareness in Online Conflict: Recognizing and managing emotions in digital interactions.
- ❖ Session 2: Building Trust Online: Establishing rapport and credibility in virtual relationships and conflict resolution processes.

Week 6: Ethical Considerations and Cultural Sensitivity Online

- ❖ Session 1: Ethical Guidelines for Online Conflict Resolution: Ensuring fairness, confidentiality, and respect in digital contexts.
- ❖ Session 2: Cultural Sensitivity in Digital Communication: Understanding cultural differences and adapting communication styles for diverse online audiences.

Week 7-8: Advanced Strategies for Online Conflict Resolution

Week 7: Managing Complex Online Conflicts

- ❖ Session 1: Workplace Conflict in Virtual Teams: Addressing remote work challenges, team dynamics, and organizational conflicts.
- ❖ Session 2: Conflict Resolution in Online Communities: Mediating disputes in virtual forums, social media platforms, and online groups.

Week 8: Developing Sustainable Online Conflict Resolution Strategies

- ❖ Session 1: Proactive Conflict Management Online: Strategies for preventing conflicts and promoting constructive online interactions.
- ❖ Session 2: Creating Online Conflict Resolution Plans: Developing personalized approaches for ongoing conflict resolution and relationship building in virtual environments.

Additional Resources and Practice:

- ❖ Online Simulation Exercises: Virtual role-plays, case studies, and scenario-based simulations to practice conflict resolution skills in digital contexts.



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- ❖ **Reading Materials and Webinars:** Recommended articles, e-books, and webinars on online conflict resolution theory and practice.
- ❖ **Virtual Discussion Forums:** Online platforms for participants to share experiences, ask questions, and engage in peer learning in a virtual community.
- ❖ **Live Virtual Workshops:** Interactive sessions with instructors and guest speakers for additional guidance and insights, conducted via video conferencing platforms.