
Conflict Resolution and Assertiveness

National Competency Standard (THT02)
THHGCS03B – Deal with conflict situations



Aim

This course deals with the skills and knowledge required to handle difficult interpersonal situations both with customers and colleagues.

Audience

The unit covers the conflict resolution skills required by all people to address the conflicts which may arise in day-to-day work activities. It does not include formal negotiation, counselling or conducting mediation.

Duration

One day.

Course Outcomes

1. Identify potential for conflict quickly and take swift and tactful action to prevent escalation.
2. Take responsibility for finding a solution to the conflict within the scope of individual responsibility.
3. Encourage all points of view and accept them and treat them with respect.
4. Use effective communication skills to assist in the management of the conflict.
5. Be appropriately assertive in resolving conflict.
6. Use accepted conflict resolution techniques to manage the conflict situation and develop solutions.

Optional Assessment

This is a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit of competency outlined above. The assessment comprises a case study assignment designed to demonstrate competence. Participants who choose not to be assessed will receive a Certificate of Attendance. The case study assignment is completed in the participant's own time.

Course Content

Understanding conflict

- About conflict
- Introductions and setting goals
- Recalling personal experience of conflict
- Levels of conflict
- The tools of conflict resolution

The Win/Win approach

- Stimulus activity
- How we behave in conflict
- A model for understanding behaviour in conflict
- The principles of a Win/Win approach
- When Win/Win seems impossible

Empathy

- Exploring the meaning of empathy
- Valuing differences – the DISC exercise

- Introduction to empathy blockers
- Detailed look at empathy blockers
- Concluding discussion – empathy blockers
- Introduction to active listening
- Listening to gain information
- Asking questions
- Listening to gain affirmation
- Listening when under verbal attack
- Reflections on listening

Appropriate assertiveness

- Distinguishing between aggressive, passive and assertive behaviours
- Understanding our responses
- Needs and rights
- "I" statements
- After an "I" statement: where to next?
- Additional assertive activities