

## Transforming Conflict in the Workplace Course®

Wherever two or more people come together, there is bound to be conflict. Conflict costs businesses and organisations hundreds of millions of dollars every year. Yet, conflict can be a great factor for organisational success.

This Breakthrough Corporate Training proprietary course will include the following outcomes for your team:

- A comprehensive understanding of the dynamics of conflict and conflict resolution.
- An appreciation of the cost of conflict.
- An understanding of the importance of conflict.
- knowledge on how to use a step by step conflict resolution process to transform conflict disputes.
- A working understanding of the 5 levels of conflict and how to prevent going to levels 4 and 5.
- A set of skills in solution building and finding common ground.
- An understanding of the five main styles of conflict resolution.
- The skills needed to design a conflict transformation agreement.



### Part 1

1. The unique benefits and dangers inherent in conflict.
2. The dynamics of conflict – what is conflict? The difference between conflict management, conflict resolution, and conflict transformation.
3. Appreciating what causes conflict.
4. The cost of untransformed conflict.
5. Understanding how and why you respond to conflict the way you do. Patterns and models.
6. Challenging our unhealthy assumptions about conflict.

### Part 2

1. Adopting better metaphors for conflict transformation.
2. The 5 levels of conflict.
3. Resolving to transform conflict.
4. The difference between positions and interests.
5. The goals of conflict transformation.
6. Styles and tactics in conflict transformation.

### Part 3

1. Steps toward conflict transformation – a guide for transforming conflict.
2. A powerful communication model for transforming conflict.
3. Developing a conflict transformation agreement for (with) your organization.

### Training Options

This course is a great course to follow up on Life Languages Communication Breakthrough Course® or The Breakthrough Influential Leader Course®. This course may include actual role-plays or live activations and consulting with customer service, sales teams, etc.

**90 Min - 1/2 Day:** Selected sessions on transforming conflict in the workplace can be led in 90 minutes. The Transforming Conflict in the Workplace Course® can be led in half a day.

**1 Day:** The Full Transforming Conflict in the Workplace Course® including part 1,2, and 3. We can offer additional coaching and conflict moderation that is specific to your team.

# The Breakthrough Corporate Training Advantage

*We exist to empower leaders and teams to breakthrough and achieve their potential!*

Our core purpose is to empower leaders and teams to breakthrough and achieve their potential. Our core values reflect the depths of who we are. Our Core values are **Engagement, Breakthrough, and Passion**. Our nurture values reflect what we care about, and how we perform to achieve our goals. Our nurture values are **Relevance, Heart, Integrity, Presence, Truth, Courage, and Teamwork**.

Most of the time that we work with your team is spent activating what has been taught through interaction, activities, roll-plays, experiences, games, discussions and coaching. We have found that amazing content delivered with passion in a lively and engaging way boosts employee morale, retention and overall workplace satisfaction. Breakthrough Corporate Training has a strategic partnership with TransforMe and combined, we have over 70,000 hours of coaching/mentoring/training experience in organisations around the world. See some of our combined clients below. Our goal is to go over and above with our training by providing 2 or more trainers where possible. We aim to spend 50 - 75% of our time applying the learning. We don't offer every type of corporate training course but we are great at delivering the courses that we do offer. So give us a call or get an instant quote today. Find our details on the last page.

*10s of 1000s of People from Organisations in Sydney Australia and Around the World have Been Transformed Through our Talks, Corporate Training, Coaching and Mentoring*



## Success Stories



*"Scott has led multiple workshops on values, building healthy cohesive teams and Life Languages that have really impacted our business. The Life Languages program has been invaluable. My experience with Scott Epp has been empowering and transformational. It has been a positive investment, and we are continuing to integrate Scott and the Life Languages tool into our training and development..."*

Kevin Bergeron – President & CEO at MiEnergy

*'Shokai Group had the Life Language Communication Workshop today delivered by Scott & Nicole. It was fantastic. They are very friendly, passionate, professional, patient and they made the training very interesting. Everyone liked it and I believe we got to know more about ourselves and our communication effectiveness. Before the training, I was the one who contacted Scott. He is really helpful and always responded quickly & clearly. We are looking forward to having another training by them. Many thanks to Scott & Nicole. :)'*

Cynthia Xiang – Office Administrator at Shokai Group



*'Everything that we did together was so accurate and right away as Scott and Nicole described the different Life Languages I was able to identify how the Life Languages showed up in my life. I really liked how I wasn't boxed in with the Life Languages... I want to thank Scott and Nicole for facilitating for us because it's an awesome dynamic having them both lead as they both have such a high level of mastery and understanding of it that when they share it and communicate it they are able to make it so relatable. They each were able to share their own experiences and that made a big difference for us.'*

Stefan James - Internet Entrepreneur and Founder of Project Life Mastery



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Call us at: 0481 307 778

Email: [scott@breakthroughcorporatetraining.com.au](mailto:scott@breakthroughcorporatetraining.com.au)

Learn more and get an instant quote at: [www.breakthroughcorporatetraining.com.au](http://www.breakthroughcorporatetraining.com.au)