

# Getting Comfortable with Conflict

*Delivered by Emily Re – Educator, Self-Leadership Specialist and Conflict Resolution Coach*

**Duration 3 hours** (Includes 15 min break)

## Content Overview

All school staff, from classroom-based staff to librarians to maintenance, can experience conflict across all school environments i.e.: with students, parents, co-workers, the general public but also when seeking change, improvements or simply trying to be heard.

**Conflict has many layers and knowing your own conflict resolution style is the first step in becoming comfortable and ultimately more effective with conflict.**

Join Emily as she guides you through the 5 styles of conflict resolution, including a self-assessment so you can understand why you behave the way you do when faced with conflict, and alternative conflict resolution styles for you to consider, depending on the circumstances. You will leave with the confidence and the knowledge to greet conflict as an opportunity to improve communication and outcomes for all involved, and the steps to make conflict less stressful and more successful.

- **Different Conflict Resolution Styles** – Understanding the 5 main styles
- **Using Assertiveness vs Aggression vs Submission** – The benefits and drawbacks
- **Thinking Win-Win** - Moving towards a co-operative style of conflict resolution

## Outcomes

- ✓ **Clarity:** Identifying your own preferred style and when it is best used
- ✓ **Confidence:** To tackle challenging situations in a positive and proactive manner
- ✓ **Actions:** Creating a dialogue to resolve conflict using your new knowledge

## Inclusions

- ✓ **Key Slides and Handouts** for reference and use post session

## Our Requirements

- ✓ **Venue** with resources for a PowerPoint presentation
- ✓ **Refreshments** are at your discretion and cost.

## Contact Us for A Quote

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