



# WSC-Workshop-Conflict Resolution Techniques

## *30 second summary:*

- ✔ **Summary:** Master conflict resolution strategies to handle workplace disputes effectively and maintain a positive work environment.
- ✔ **Main Outcome:** Enhanced ability to resolve conflicts efficiently.
- ✔ **Top Benefit(s):** Reduced conflict and improved workplace harmony.
- ✔ **Next Steps:** Apply new conflict resolution strategies in upcoming disputes.
- ✔ **Duration:** Half-day workshop.
- ✔ **Target Audience:** HR professionals and mediators.

## *Introduction Pitch*

Welcome to ‘Mastering Difficult Conversations’! As HR professionals and team leaders, you often face challenging discussions that can impact team dynamics and productivity. This webinar is designed to equip you with practical tools and a structured approach to navigate these conversations confidently. By mastering these skills, you can foster a more harmonious workplace, reduce conflicts, and enhance problem-solving capabilities. Let’s embark on this journey together to transform how we handle difficult conversations!

## *Agenda*

- ✔ **Welcome and Introduction (5 minutes)**
  - Host introduction
  - Overview of the session objectives
- ✔ **Framework for Difficult Conversations (10 minutes)**
  - Step-by-step approach
  - Key techniques and strategies
- ✔ **Interactive Quiz (5 minutes) (10 minutes)**
  - Zoom poll on understanding and key takeaways
- ✔ **Role Play Demonstration (10 minutes)**
  - Live demo with a volunteer or pre-recorded scenario
  - Analysis and discussion
- ✔ **Q&A Session (10 minutes)**
  - Open floor for questions from participants
- ✔ **Implementation Strategies (5 minutes)**
  - Tips for integrating the framework into daily routines
  - Actionable steps for HR professionals and team leaders
- ✔ **Conclusion and Next Steps (5 minutes)**
  - Recap of key points
  - Invitation to provide feedback and access additional resources