

# INTRO TO CONFLICT TRANSFORMATION

## COMPASSIONATE LISTENING

This two-day program provides participants with an introduction to key concepts and tools for understanding and managing conflict including:

- **What happens to people in conflict**
- **Key responses to assist people moving out of conflict**
- **Workshop activities providing introductory skill development**

A highly interactive program, the Transforming Conflict workshop introduces the theory of conflict management and gives participants the opportunity to learn and practice open, honest and empathic conflict resolution skills.

Participants are encouraged to bring and use their own stories and experiences to increase the relevance of the training.

### Key outcomes

Foundational skill development for:

- Facilitating meaningful dialogue between parties
- Assessing and identifying opportunities for intervention
- Developing a toolkit to manage strong emotions
- Enabling informed decision-making and opening up possibilities not previously perceived

### Topics

- Understanding conflict: *the role of empathy, openness and honesty*
- Conflict research and models of practice
- High Conflict People
- Elements of conflict
- Responses to conflict
- How to use this knowledge in your practice

### What people are saying

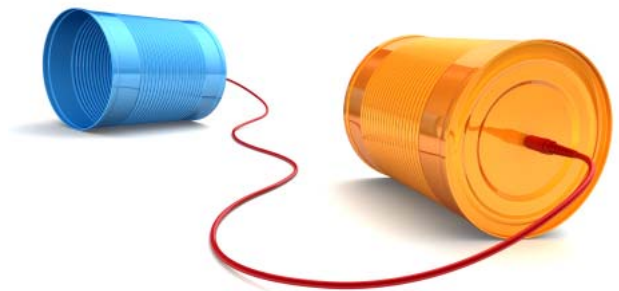
*“An informative and thorough introduction to conflict management addressing the human elements of conflict including how to approach conflict more confidently.”*

### WHO SHOULD ATTEND

Supervisors  
Managers  
Team leaders  
Client Liaison Officers

### RELATED COURSES

Communicating with Clients  
(One day)  
National Mediator Accreditation  
(Six days)



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