



STRIVE EDUCATION GROUP
<https://www.striveeducationgroup.com/>

Conflict Resolution and Relationship Building

Program Fee: \$2,168

This training program aims to equip participants with the essential skills for effectively resolving conflicts and building strong, positive relationships in both professional and personal settings. Through interactive sessions and practical exercises, participants will learn strategies to manage disagreements, enhance communication, and foster collaborative environments.

Course Duration: 3 Weeks (6 Sessions, 2 sessions per week)

WEEK 1: FOUNDATIONS OF CONFLICT AND COMMUNICATION

Understanding Conflict

- Definition and types of conflict
- Common causes and dynamics of conflict
- The impact of unresolved conflicts on relationships

Effective Communication for Conflict Resolution

- Fundamentals of effective communication
- Active listening and empathetic responses
- Techniques for clear and assertive communication

WEEK 2: CONFLICT RESOLUTION STRATEGIES AND TECHNIQUES

Conflict Resolution Styles and Approaches

- Different styles of conflict resolution (e.g., avoiding, accommodating, competing, compromising, collaborating)
- Assessing your conflict resolution style
- Choosing the appropriate approach for different situations

Practical Conflict Resolution Techniques

- Step-by-step conflict resolution process
- Techniques for mediating and facilitating resolutions
- Managing emotions and reducing tension

WEEK 3: BUILDING AND MAINTAINING POSITIVE RELATIONSHIPS

Building Strong Relationships

- Key elements of relationship building (trust, respect, understanding)
- Strategies for nurturing and maintaining relationships
- The role of emotional intelligence in relationships

Applying Conflict Resolution and Relationship Building Skills

- Case studies and role-playing exercises
- Applying skills in workplace, team, and personal scenarios
- Developing a personal action plan for continuous improvement