



Conflict Resolution Course Brochure

1 Day Practical Workshop



Contents

Course Overview.....	2
Why Choose DCM Learning	3
Course Objectives & Benefits.....	4
Course Content.....	5
Trainer Profiles.....	6
Who We Work With	9
Contact Details	10



The Right Fit.....For You

The Conflict Resolution course has been designed to help you to understand what conflict is and how in a changing work environment, conflicts can spiral if not dealt with effectively.

Our one day **Conflict Resolution** course will review the theory behind the destructive nature of conflict and **various methods of dealing with potential conflict, current conflict and historical conflict.**

At the end of the course learners will have a **greater understanding of the nature of conflict** and **will have more confidence in their approach** to solving conflict in the work place or when dealing with difficult customers.

This course is **highly practical and interactive** and includes discussion, exercises and activities based on real world scenarios.

Our trainers will also encourage learners to **bring in their own experience** and discuss practical, local examples where relevant.

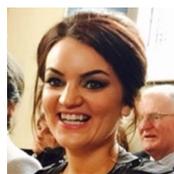
"Everyone thought Andrew was great and the course really developed their skills as internal trainers."

Dearbhla Casey, HR Manager, Irish Country Meats



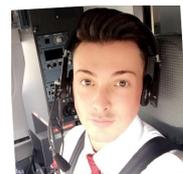
"We are all very happy with the training carried out last week & will definitely be in contact in the future"

Aoife O'Rourke, Key Account Manager, Tool & Plastic



"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."

Jonathan Latimer, Fleet Training Instructor, City Jet





Why Choose Our Conflict Resolution Course

DCM Learning's Conflict Resolution course has been designed to help learners understand what conflict is and how, in a changing work environment, conflicts can spiral if not managed effectively. It will demonstrate and teach correct conflict management principles.

Specific reasons to choose this course:



Experienced: We have trained over 263 individuals successfully in Conflict Resolution over the last two years.



Support: 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



Excellent Trainers: Our trainers combine professional training know-how with relevant experience in their chosen training field.



Quality Assured Training: Make sure you Safeguard Your Training Investment. DCM offer courses accredited by national and international certification bodies, including QQI, PMI, IASSC, and Scrum.org.

You're in Good Company

We have delivered the Conflict Resolution programme to the biggest brands in Ireland including Google, Intel, Central Bank of Ireland, ESB, Football Association of Ireland and Abbott so you can have confidence in our ability to deliver the results you want to achieve.



Banc Ceannais na hÉireann
Central Bank of Ireland
Eurosystem



INTERNATIONAL





Conflict Resolution Course Outline

COURSE OVERVIEW

During the course you will review the theory behind the destructive nature of conflict and review methods of dealing with potential conflict, current conflict and historical conflict.

At the end of the course learners will have a greater understanding of the nature of conflict and will have more confidence in their approach to solving conflict in the work place or when dealing with difficult customers.

This course is highly practical and interactive and includes discussion, exercises and activities based on real world scenarios.

LEARNING OUTCOMES

By the end of the programme each learner will be able to:

- Understand the nature of conflict
- Identify and deal with the behaviours that trigger conflict
- Understand the different approaches to resolving conflict
- Have the confidence to confront people assertively
- Manage conflict appropriately and professionally
- Avoid the negative impact of conflict and work towards compromise and resolution

Below you will find a proposed course outline detailing all the topics covered on the training programme.



Course Contents

TOPIC 1: UNDERSTANDING CONFLICT

- Aspects and dynamics of conflict
- Definitions of conflict
- Why it happens
- Conflict escalation

TOPIC 2: COMMUNICATING WHEN CONFLICT ARISES

- The key interpersonal skills for resolving conflict
- Listening without judgment and asking focused questions
- The impact of body language

TOPIC 3: MANAGING CONFLICT

- Theories and processes of conflict resolution
- Processes and skills for moving beyond conflict
- Conflict management styles
- Knowing your conflict style

TOPIC 4: PERSONAL ACTION PLAN

- Developing your personal action plan



Andrew Gibson

Associate Director

Andrew is an accomplished training consultant and coach with a thoughtful and thought-provoking approach, yet he is entertaining and engaging. He has acquired the knowledge and skills of successful management and knows how to impart them to others. He has worked in training and development for over 15 years, helping people and organisations of all sizes and sectors achieve their goals.

Andrew's background in Behavioral Psychology means he is best placed to understand organizational change doesn't happen overnight and isn't always easy.

Andrew has vast experience as a trainer, mediator and conflict coach and has worked with the United Nations on mediation and conflict resolution. He has extensively studied the effect of inter-cultural conflict especially in the workplace.

Some of Andrew's qualifications and affiliations include:

- Honours degree in Psychology from Nottingham Trent University (NTU)
- Member of The British Psychological Society
- Higher Diploma (H. Dip) in Conflict Resolution
- Member of the International Mediation Institute (IMI) and an IMI Certified Mediator
- Member of the IMI Appraisal Committee; the role of this committee is to manage and approve new qualifying assessment programmes

"Please feel free to use me as a reference for anyone considering it. Andrew was an expert facilitator who made the course very enjoyable. I'm delighted I did it!"

Alan Grogan, Programme Manager, Arthur Cox

ARTHUR COX



Brendan Murphy

Training Associate

Brendan is an accomplished training consultant with a thoughtful and thought-provoking approach, yet he is entertaining and engaging. He has long experience of group facilitation in a variety of settings with a knack for individual performance improvement.

Brendan brings his vibrant enthusiasm for training to every course he delivers. His resulting style is participative and inclusive, which empowers learners to develop their skills and achieve great results from training.

Some of the areas Brendan specialises in are: Communications, Effective Writing Skills, Public Speaking, Management and Minute Taking.

Some of Brendan's qualifications include:

- FETAC Level 6 Train the Trainer with Distinction
- Diploma in Business & Executive Coaching, Smurfit Business School
- Higher Diploma in Education, St. Patrick's College, Maynooth
- BA in English and Theology, St. Patrick's College, Maynooth

"The course was brilliant and the content was very relevant to the group. Brendan was excellent in delivering this training and it made the topic very enjoyable."

Fionn Hanratty, Engineer, Irish Aviation Authority





Inhouse Training, One Size Doesn't Fit All.

Does your team need Conflict Resolution training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

Below is an overview of our Inhouse Training Delivery and Costs:

Details	1 Day Training	2 to 5 Days Training	6+ Days Training
Cost	€1,095 per day	€995 per day	€895 per day
Materials	Included	Included	Included
Travel Expenses	Included	Included	Included
Areas Covered	All Counties	All Counties	All Counties
Customisation	Course Customised	Course Customised	Course Customised
Survey	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
Account Management		Dedicated Account Manager	Dedicated Account Manager
Free Public Course		1 Free Place	3 Free Places
Public Course Discount		15%	25%



Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the
right course**

DUBLIN

-  01 5241338
-  dublin@dcmlearning.ie
-  Guinness Enterprise
Centre

CORK

-  021 2429691
-  cork@dcmlearning.ie
-  Atrium Business Centre
Blackpool Business Park

DROGHEDA

-  041 9865679
-  drogheda@dcmlearning.ie
-  24 Laurence Street
Co. Louth