



# Dispute Resolution Course Brochure

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1 Day Practical Workshop



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# The Right Fit.....For You

**Our Dispute Resolution course has been designed to help you understand what disputes are and how, in a changing work environment, disputes can spiral if not managed effectively.**

Our one day **Dispute Resolution** course is designed to demonstrate and teach **correct dispute resolution principles**. It is designed to help you to manage any dispute situation and provides a reference point to enable you to **deal with disputes in a clear, rational, assertive, and non-aggressive manner**.

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

At the end of the course learners will have a **greater understanding of the nature of disputes and will have more confidence in their approach to solving disputes**.

All of our training sessions are **highly interactive** and include facilitated discussions, group workshop activities, case study and role play exercises.

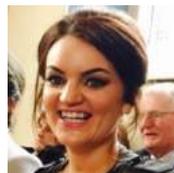
*"Everyone thought Andrew was great and the course really developed their skills as internal trainers."*

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 Dispute Resolution Course

DCM Learning's Dispute Resolution course is designed to demonstrate and teach correct dispute resolution principles. It is designed to help you to manage any dispute situation and provides a reference point to enable you to deal with disputes in a clear, rational, assertive, and non-aggressive manner.

## Specific reasons to choose this course:



**Experienced:** We have trained over 264 individuals successfully in Dispute 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 Dispute 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.





# 1 Day Dispute Resolution Course Outline

## COURSE OVERVIEW

This course is designed to help you understand what disputes are and how, in a changing work environment, disputes can spiral if not managed effectively.

This one day Dispute Resolution course is designed to demonstrate and teach correct dispute resolution principles. It is designed to help you to manage any dispute situation and provides a reference point to enable you to deal with disputes in a clear, rational, assertive, and non-aggressive manner.

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

At the end of the course learners will have a greater understanding of the nature of disputes and will have more confidence in their approach to solving disputes.

## LEARNING OUTCOMES

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

- Understand the nature of disputes
- Identify and deal with the behaviours that trigger disputes
- Understand the different approaches to resolving disputes
- Have the confidence to confront people assertively
- Manage disputes appropriately and professionally
- Avoid the negative impact of disputes 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 DISPUTES

- Aspects and dynamics of disputes
- Definitions of disputes and why it happens
- Dispute escalation

## TOPIC 2: COMMUNICATING WHEN DISPUTES ARISE

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

## TOPIC 3: MANAGING DISPUTES

- Theories and processes of dispute resolution
- Processes and skills for moving beyond disputes
- Dispute resolution style
- Knowing your dispute 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

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*"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

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*"Many thanks for this and for your excellent facilitation of the session. My colleagues and I were very pleased with the programme and several of them asked me to commend you for the way in which you managed the morning."*

**Graeme M. Warren, Head of School of Archaeology, UCD**





# Inhouse Training, One Size Doesn't Fit All.

**Does your team need Dispute 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
<b>Cost</b>	€1,095 per day	€995 per day	€895 per day
<b>Materials</b>	Included	Included	Included
<b>Travel Expenses</b>	Included	Included	Included
<b>Areas Covered</b>	All Counties	All Counties	All Counties
<b>Customisation</b>	Course Customised	Course Customised	Course Customised
<b>Survey</b>	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
<b>Account Management</b>		Dedicated Account Manager	Dedicated Account Manager
<b>Free Public Course</b>		1 Free Place	3 Free Places
<b>Public Course Discount</b>		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](mailto:dublin@dcmlearning.ie)
- 📍 Guinness Enterprise Centre

**CORK**

- ☎ 021 2429691
- ✉ [cork@dcmlearning.ie](mailto:cork@dcmlearning.ie)
- 📍 Atrium Business Centre  
Blackpool Business Park

**DROGHEDA**

- ☎ 041 9865679
- ✉ [drogheda@dcmlearning.ie](mailto:drogheda@dcmlearning.ie)
- 📍 24 Laurence Street  
Co. Louth