



Conflict Management

BSS PSYCHOLOGY CONFLICT MANAGEMENT PROGRAM

Enhancing Conflict Management skills to improve outcomes for individuals and organisations.

To effectively manage conflict in the workplace, we need to understand the causes and effects of conflicts, identify the various conflict resolution styles and improve communication which will assist with problem solving.

Human beings are social, and it is our relationships with others that provide the meaning and opportunities to learn and grow. But relationships also come with challenges and the way we work through our conflicts can have long-lasting effects. Conflict management rather than avoidance is also important in the workplace but has become more and more complicated as workplaces have become more and more complex.

To address these issues, BSS has introduced a new range of services aimed at providing expert support to organisations and individuals to improve their ability to address and resolve conflict in more constructive manner. The approach taken is based on a new BSS publication that sets out a comprehensive approach to understanding conflict and developing the skills required to constructively resolve it.

This program is designed to be used in the following ways:

- As a training program for individuals or groups to improve their ability to manage workplace and personal conflict.
- As a coaching program for managers, supervisors and other individuals to increase their skills in managing conflict.
- As a framework for BSS counsellors to undertake conflict resolution for its client organisations with two or more of their employees.

The Conflict Management manual provides a comprehensive structure to guide individuals participating in any of the above processes. It provides information, examples and practical exercises to develop the knowledge and skills to:

- Understand the causes and effects of interpersonal and group conflict.
- Recognise different conflict resolution styles and when each is appropriate.
- Distinguish between wants and rights and accept the responsibilities that go with these.
- Reduce the negative emotional impact of conflict, both in themselves and others.
- Clarify underlying interests to reconcile competing 'positions'.
- Communicate both their concerns and needs more effectively.
- Effectively deal with individuals who use aggressive, unproductive or win / lose behaviours.
- Engage in effective problem solving.
- Increase personal resilience to better manage conflict in the future.

**To book a Conflict Management session,
email: training@bsspsych.com.au**

**To book a Conflict Resolution Referral
email: formal@bsspsych.com.au**

**To schedule a one-on-one coaching session
call: 1800 30 30 90**



**For more information about the Conflict Management Program, or to speak to our team,
email training@bsspsych.com.au or call 1800 30 30 90.**