

Transform Conflict into Collaboration

The Office Whisperer 

presents



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“The quality of our lives depends on how we respond to conflicts.”

People often assume that conflict is always negative. This is not true!

We are inherently different, and conflict simply happens when those differences come to light.

During this workshop participants will be equipped with a conflict resolution process where we explore and understand these inherent differences, and use them to interact in a more positive, productive way.

Workshop Objectives

- Understand what conflict and conflict resolution mean
- Understand all six phases of the conflict resolution process
- Identify the five main styles of conflict resolution
- Learn how to adapt the process for all types of conflicts
- Be able to break out parts of the process and use those tools to prevent conflict
- Utilise basic communication tools, such as the agreement frame and open questions
- Develop basic anger and stress management techniques



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