



4C - CONFLICT MANAGEMENT PROGRAM



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CONFRONT CONTROL CONSIDER COLLABORATE

BE STRONG • BE CALM • BE KIND • TRY HARD

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Conflict is a fact of life.

How we manage this conflict determines whether it makes a positive or negative contribution to achieving our outcomes and building and strengthening our community.

The **4C Conflict Management Program** has been customised specifically for school staff, particularly those in first point of contact roles who may be dealing with distressed or angry members of the wider school community.

The training is delivered in a tailored, interactive workshop enabling participants to learn **critical conflict management skills**, including:

- de-escalating strong emotions, particularly anger,
- appropriately balancing a task and relationship focus, and
- using a modified win-win negotiating structure.

This workshop will give participants an **effective and easily-remembered conflict leadership process** that they can use and modify to manage conflict disputes of any intensity, whether it is disagreement within a team or professionally managing relationships with parents or other members of the school community.

Case scenarios have been included in this program specifically addressing the most common confrontational issues experienced by teachers and school staff.

Workshop Topics

- Understand the **nature of conflict** and how it escalates
- **Conflict management and personality styles** – develop basic self-awareness regarding how your personality influences your reaction to conflict, the choices you make and the difficulties you experience to effectively manage conflict
- Understand the five main **styles of conflict resolution**
- Understand, apply and adapt a **four-stage conflict leadership process** to any conflict management incident as your basic conflict management skill set
- Understand the specific **competencies required for effective conflict management**, associated with each stage of the conflict management journey. Competencies will include *assertiveness, building rapport, collaborative and problem-solving skills, active listening, intelligent questioning, empathy, and systems and process thinking*
- Develop the experience of **being centered, being in a relaxed, prepared and present state of mind, being prepared to act** without being overtly threatening yourself. This will include awareness of space and potential risk
- Understand conflict management as an essential **leadership skill**.



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