



"No matter what issue you're facing, NVC will set you up to win every time"  
- Anthony Robbins,  
*Awaken the Giant Within and Unlimited Power*

"These dynamic communication techniques transform potential conflicts into peaceful dialogues."  
- John Gray Ph.D.,  
*Men are from Mars, Women are from Venus*

"NVC is one of the most useful things you will ever learn."  
- William Ury,  
*Getting to Yes*

## NVC Conflict Management Skills

### A One-day Training for Organisations

Conflict is prevalent throughout our society. In these days of litigation and tribunals it is vital for managers and staff in organisations at all levels to have a grasp of essential conflict management skills. There are many benefits, from reduced time and money spent in litigation, to increased harmony and productivity amongst employees, and greater customer satisfaction and loyalty.

This one-day course builds on the learning of our NVC Core Communication Skills course. It is designed to equip members of your organisation with essential conflict management skills that will support them to deal with a range of workplace conflicts, such as dealing with angry customers or service users, or negotiating and agreeing outcomes amongst staff members.

The skills taught in this programme are the foundation skills of the internationally renowned conflict resolution process, Nonviolent Communication (NVC). NVC is currently being taught to people from all walks of life in more than 65 countries worldwide.

For the programme outline see overleaf.

### Course Aims

**Participants will be able to understand:**

1. How the way people listen to each other impacts on conflicts.
2. Why anger arises and how to defuse it in others or oneself.
3. How to negotiate through conflict towards resolution.

### Course Objectives

**By the end of the workshop participants will be able to identify:**

1. Their own default conflict style.
2. 2 ways that people listen to what others say that increase conflict.
3. 2 ways that people can listen to what others say that lead to harmony and resolution.
4. Three steps they can take to deal with their own anger.
5. Three steps they can take to deal with anger in others.
6. 5 steps to negotiating conflicts to reach a mutual agreed solution.

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## Who is this course suitable for?

Directors  
Managers  
Middle Managers  
Teams  
Staff members

We can also adapt this training for clients and service users.

## Workshop Style

Interactive using examples from participants work situations.

Respecting Confidentiality  
Challenging  
Supportive  
Fun

## NVC Conflict Management Skills

### Programme Outline

#### Understanding Organisational Conflict

- ◆ When, how and where conflict occurs in organisations
- ◆ How conflict can be an opportunity for positive change

#### How We Respond To Conflict

- ◆ Raising awareness about our own ways of dealing with conflict
  - ◆ The three fundamental conflict styles
  - ◆ What is our default style?

#### Four Ways We Can Receive Others In Conflict Situations

- ◆ Two responses that lead to increased conflict
- ◆ Two responses that get to the heart of the issue
- ◆ Making the shift from conflict to cooperation

#### Dealing With Anger In Ourselves

- ◆ Noticing when we are angry
- ◆ Techniques to stop and pause
- ◆ Reframing our judgements into needs

#### Defusing Anger & Aggression In Others

- ◆ The warning signs of anger
- ◆ Ensuring our own safety when dealing with others
  - ◆ Strategies for defusing anger in others

#### Conflict Negotiation Skills

- ◆ Expressing ourselves clearly and cleanly
- ◆ 5 essential steps for transforming hostility into collaboration
  - ◆ Finding mutually beneficial strategies and solutions

#### Course Evaluation & Closure

- ◆ Looking at how participants will take their learning forward

### About the Trainers

Daren De Witt and Anna Finlayson are qualified trainers with and representatives of the international Centre for Nonviolent Communication ([www.cnvc.org](http://www.cnvc.org)). They have been sharing NVC with others since 2000. They are also mediation trainers and practitioners.

### Further information

If you would like to discuss the possible delivery of this course to people in your organisation, please contact Daren or Anna at NVC Resolutions.

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