

# Workplace Conflict Resolution & Conflict Management Training

Contributed by nvcresolutions  
Thursday, 17 May 2007  
Last Updated Friday, 18 June 2010

Workplace Conflict Management Training

& Communication Skills Training

for Organisations & Businesses

Daren De Witt and Anna Finlayson of NVC Resolutions offer Workplace Conflict Management Training and Communication Skills training, Nonviolent Communication Training, Team Building, Coaching and Mediation for your organisation or business, to help you to develop a happier, more harmonious and more productive workforce.

Our workplace conflict management training will help you and your staff to understand the causes of tension and conflict between people in your workplace. It will equip you with concrete, practical skills to manage conflict effectively as and when it arises. Our communication skills training will enhance the interpersonal skills of your team members or staff. At NVC resolutions we aim to help you to create a workplace environment where high performance and organisational success can be maintained in balance with human & respectful ways of relating.

Download our NVC Core Communication Skills 1-day workshop outline here (pdf 138.81kb) .

Download our NVC Conflict Management Skills 1-day workshop outline here (pdf 120.29kb).

Download an Overview of the Nonviolent Communication process here (pdf 74.2kb).

What can NVC Resolutions offer

your organisation?

At NVC Resolutions we use the process known as Nonviolent Communication (NVC), which is one of the world's leading and most innovative approaches to communication skills and workplace conflict management. NVC provides cutting edge, concrete tools to deal with workplace conflict in all its forms. It is recommended by leading organisational coaches including Anthony Robbins, Jack Canfield, and John Gray. NVC is currently being taught in more than 65 countries worldwide.

Daren De Witt and Anna Finlayson of NVC Resolutions are qualified trainers with and London-based representatives of the Centre for Nonviolent Communication (CNVC). We bring to this work 9 years experience of practising and teaching Nonviolent Communication (NVC) and 10 years experience as mediators and mediation trainers.

#### Workplace Conflict Management & Communication Training Programmes:

With the help of our training courses you will be able to:

- Calm staff and clients down when they are angry.
- Express yourself so you're heard and respected.
- Understand others, and demonstrate that you understand them.
- Build trust, harmony and cooperation in your organisation.
- Learn how to make workplace dialogues, supervisions and meetings more inclusive and constructive.
- Enhance team building initiatives.
  
- Resolve disputes before they reach a critical level and consume time and financial resources.
- Enhance customer satisfaction and loyalty.

We can tailor our training to the specific needs / objectives of your organisation or business. Our typical workplace conflict management training programmes range from half-day tasters to 3-day courses. We can support your team building initiatives by enhancing the inter-personal communication skills of your teams.

Read on to find out more about the different training programmes that we offer, and to download these in pdf form.

## Communication Skills & Workplace Conflict Management Training

We offer 2 levels of training for organisations. We can also tailor trainings to suit your budget and time requirements.

### 1. Core Communication Skills Training:

Introducing the basic principles of Nonviolent Communication to your workforce:

- Stating clearly what is happening without blame or judgement.
- Building trust by communicating clearly and effectively.
- Connecting with the essential needs which drive behaviour in any situation.
- Understanding and empathising with staff, colleagues, clients or service users.
- Clarifying what others and we want to do in order to work together more productively.

Download our NVC Core Communication Skills 1-day workshop outline here ([pdf 138.81kB](#)) .

Download an Overview of the Nonviolent Communication process here ([pdf 74.2kb](#)).

### 2. Workplace Conflict Management Skills for Organisations and Businesses:

Building on the Core Communication skills, on this workshop we will apply the NVC process to workplace conflict situations:

- Understanding the four ways that we hear and respond to others in the workplace.
- Exploring our typical responses to difficult communication in the workplace.
- Understanding the root causes underlying all workplace conflict.
- Learning how to de-escalate anger and aggression in clients and staff.
- What to do when the other person triggers our own anger.
- How to redirect anger towards coalition-building and cooperative outcomes.
- How to create solutions based on safety and respect that work for everyone concerned.
- How to dialogue with someone we are in conflict with, so that we can both hear and be heard by the other person.

Download our NVC Conflict Management Skills 1-day workshop outline here (pdf 120.29kb).

## Nonviolent Communication Training for Organisations

We can also offer Nonviolent Communication training for your organisation or business. Our preference is to deliver this training over a two day period. However, we are happy to adapt this training to suit your time and budget requirements.

Download our Nonviolent Communication 2-day workshop outline here (pdf 149.55kb).

Download an Overview of the Nonviolent Communication process here (pdf 74.2kb).

"Nonviolent Communication has been a useful and very effective tool in communicating with the young people that we work with, particularly in Restorative Justice Conferencing. I would highly recommend this training . . ." - Peter Phelps, Restorative Justice Team Manager, Newham Youth Offending Team.

## Team Building for Organisations or Businesses

Nonviolent Communication is a very powerful tool for team building. It provides a common language for all members in a team to communicate. It fosters listening, empathy and care in communication. And it provides common tools to resolve conflicts between team members. Contact us to discuss how we can support your team building initiatives.

## Workplace Mediation for Organisations or Businesses

We offer a confidential workplace mediation service for anyone in your organisation or business experiencing a communication difficulty or breakdown with any other number of individuals. Go to our MWorkplace Mediation for Organisations page for more details.

## Coaching for Organisations or Businesses

We can provide workplace coaching for a single member of your staff or a small group from your organisation or business, coaching them through communication difficulties they encounter, until they have internalised essential communication and conflict resolution skills.

Book Communication Skills or Conflict Mangement Training

Are you interested in booking us to deliver Communication Skills Training, Conflict Management Training or Nonviolent Communication training for staff at your organisation or business? Simply contact Anna or Daren at NVC Resolutions by phoning or emailing us or by filling in the enquiry form at the top right of this page.

Main office: 4 Gladstone Rd, Buckhurst Hill, Essex IG9 5SW (Please direct mail here)

London office: 6A Goldington Crescent, London NW1 1UA

Tel: 020 8506 9793

Email: [nvc \[at\] nvc-resolutions.co.uk](mailto:nvc[at]nvc-resolutions.co.uk)

[top](#)