



4D Training

## Behaviour Styles and Conflict Resolution

### Who would benefit?

Very few people are naturally good at conflict management. Conflict can actually be good since the purpose of conflict is to arrive at a resolution, however, the only way you can accomplish an effective solution is to get everything out and discuss it openly.

This programme will help you gain a better understanding of yourself and others in order to help in resolve conflict and developing rapport – both highly essential business skills.

This programme will be beneficial to all those wishing to understand and enhance personal interactions and develop productivity through building a greater rapport with others.

### Objective

- To understand the importance of developing good working relationships with others and be aware of your behavioural style and appreciate how this impacts on others.
- To understand your strengths and weaknesses when working with others, develop techniques to overcome communication problems and respond positively to others.
- To improve techniques of good client service when working with 'difficult' people, develop a positive attitude in yourself and others and change counterproductive habits, attitudes and behaviours that impact on your work.

### Content

- Understanding the key behavioural styles
  - what are they and where are they coming from?
- Behavioural mirrors and conflict
- Understanding your own preferred behavioural style
- Four-Quadrant Behavioural styles model
- Handling conflict when dealing with difficult people - colleagues and clients
- Developing effective interpersonal techniques to adapt and connect with others

### Duration

One day