

DVA Managing Conflict Workshop

½ day workshop

Objectives: By the end of the workshop you (workshop participants) will be able to

1. Identify and explain the Aiki approach to managing conflict that includes being centred.
2. Apply Communication strategies in a way that gives you the best chance of achieving a resolution and an appropriate outcome.

- 1300 Introduction to workshop
Nature of conflict in the job you do?
What do you find difficult?
What would you expect to take away from this workshop?
- 1330 What outcome do we seek during a conflict?

When we experience conflict what are our physiological responses and thoughts?
How do these influence our ability to choose our behaviours?
- 1400 The Aiki approach: demonstration & exercise

Fight/flight/ behaviours
Flow behaviours that get us out of the way but keep us connected during a conflict.
- 1445 Staying calm and centred: an exercise
- 1515 Coffee**
- 1530 Communication Strategies: responding in conflict

Group exercise: confronting skills
- 1610 Some thoughts about what we choose to believe: beliefs
- 1620 Summary
- 1630 Close

Hugh Russell
www.e-russell.com

Workshop based on Aiki approach: “The Magic of Conflict” Thomas Crum