

# Managing Conflict and Disagreement 衝突和分歧管理工作坊

MEDIUM : English / Cantonese COURSE CODE : MCD

Motivate self and others with calm emotions, use the right method and an influential language to engage others for a mutually-satisfying outcome

## Managing Conflict and Disagreement in the NLP way

Being able to focus positive energy on work results enhances business efficiency and job satisfaction. The workshop will develop the participants' mindset and skill-set as with NLP (neuro-linguistic programming) concepts as follows:

1. Be aware of how NLP principles work
2. Realise how to engage others through trust building
3. Nurture an open attitude in viewing differences
4. Define five components of emotional intelligence
5. Discover how to manage the emotions of self and of others'

6. Learn verbal and VAK – Visual, Auditory and Kinesthetic – language to develop rapport and liking
7. Adapt own communication style to suit others' styles
8. Motivate self and others to reach common ground
9. Practise the art of listening
10. Select the right conflict management method to resolve differences

## Target Audience

Managers, executives and general staff

## Methodology

- Lecture
- Case studies
- Exercise
- Games
- Role-play
- Self-evaluation
- Video

## Course Outline

### 1. Motivate Self and Others to Reach Common Goal

To experience how one could gain confidence in dealing with the impossible, the participants will engage in an *activity* to realise the power of self-belief in NLP:

- Getting connected with others under emotional stress
- Creating safety in interaction
- Relating the communication behaviours to conflict management

### 2. View Differences through NLP Principles

The participants will understand how to get ready for challenges with an alignment of drive, emotions and reasoning. The alignment will enable them to create the right perception in others through:

- Mutual respect
- Positive spirit
- Rapport building skills

### 3. Build Trust with a Well-Formed Outcome

NLP believes that you get what you focus on. The participants will learn and *practise* an NLP goal-oriented model to reconcile differences. They will learn how to build openness and trust through finding commonality despite the following obstacles:

- Conflict of values
- Conflict of communication styles
- Conflict of expectations

### 4. Bridge Differences by Understanding Personality Styles

A key NLP principle believes that the person with the most behavioural flexibility will often control any given situation. The participants will *practise* flexibility in adapting to personality styles. They will learn through a *personality profiling questionnaire and case studies* on conflict behaviours:

- Self behavioural style
- Adapting to others' behavioural styles
- Others' behavioural styles

### 5. Be Solution-Focused with Positive Energy

The participants will view a *video* and apply a template on channeling positive emotions:

- Be aware of the five (5) essential emotional intelligence traits
- Avoid silence or violence under stress
- Practise steps in driving oneself and others to a practical outcome

### 6. Select Conflict Management Methods

The participants will learn how to select conflict management methods that may result in the following outcomes:

- Win-win
- You win, I lose
- I win, you lose

### 7. Influence Cooperation with a VAK Language

When we communicate with someone, we are seeing, hearing and feeling. The words we use are called speech predicates. If we pay attention to the speech predicates used by others, we get insight into their inner world. If we match others' speech predicates, we tend to build deep rapport. The participants will do an *exercise* to learn the VAK – Visual, Auditory and Kinesthetic – language that builds rapport in a dialogue. The language creates the following outcome:

- Engagement
- Commitment

### 8. Create Influence with Verbal and Non-Verbal Communication

Matching others' physiology speeds up the connection on an unconscious level. The participants will *practise* influential non-verbal communication to add persuasion:

- Verbal language engagement
- Visual impact and mirroring
- Vocal impact and echoing

### 9. Listen with Depersonalisation

The participants will learn an NLP tool in listening with depersonalisation and objectivity:

- Listen with calm emotions
- Identify common agreement
- Ask open-ended questions

### 10. Integrate Skills in Conflict Scenarios

The participants will integrate the day's learning. They will *role play* in groups on work-related scenarios that may include:

- Meetings
- Negotiations
- Service situations