

## Conflict Resolution with Neuro Linguistic Programming – 4 Days

Conflict is all around us whether in business or at home. Unresolved conflict can lead to de-motivation, serious working relationship issues, loss of focus and loss of productivity.

### Course Objectives

By introducing delegates to elements of Neuro-Linguistic Programming (NLP) the course will equip delegates with the strategies, processes and various tools they need to enable them to become proficient at handling conflict whether within the workplace or even within themselves.

At the end of the course delegates will:

- Understand the communication model
- Refine and increase sensory acuity
- Understand how to consciously create rapport
- Develop and maintaining rapport with others quickly and effectively
- Discover the power of pacing and leading
- Discover the hidden depths of language
- Understand the nature of influence and persuasion
- Understand the different types of conflict
- Understand how conflict can develop
- Recognise early indicators of conflict
- Recognise the cost of not dealing with the conflict
- Change the perception of the conflict
- Confidently and effectively address conflict between individuals and groups
- Appreciate differences and diffuse even a threatening situation