



18 HOURS ONLINE PROBLEM SOLVER & CONFLICT RESOLUTION TRAINING

This course is designed for all professionals who work and deal with conflicts and want to become effective Problem Solver. When conflict arises, the world of the person or business becomes a total chaos. Stress, health consequences, loss of money and time kick in and take over

The Training provides a step by step process that allows to identify the problem, investigate the underline issues, identify the personalities, make an assessment of the situation and finally choose the most effective conflict resolution method to get to the right solutions for the people involved in the conflicts. An individual average face conflicts or difficult situation everyday both personally and professionally and that means loss of time, money and health if the person is not prepared to face them. It has been proven that conflicts bring in the person's life: frustration, emotional distress and financial consequences when it gets out of control. It's necessary for each individual to have skills and mind sets that allow the person to know how to approach the conflicts in a positive way.

designed by



The training is offered in a hybrid on-line format with a combination of live training through zoom with the use of white board and PPT all shared live. The instructor will share real case and advance materials with the participants. Advance materials will be shared with the participants. In the training is included 10 hours "ASK THE EXPERT" format where the students are going to share with the instructor their own real cases and work to resolve them in real time.

CHAPTER 1 DIFFICULT DISPUTANTS

- New era of attorneys and managers 4.0
- Difficult Disputants
- Techniques to deal with difficult people
- Emotional Intelligence

CHAPTER 2 CONFLICTS

- Definition of Conflicts
- Elements of the conflicts and reasons of conflicts
- How conflicts arise
- The concepts to keep in mind when a conflict arises

CHAPTER 3 COST OF CONFLICTS

- Costs of External conflicts
- Costs of Internal conflicts
- The consequences of a conflict on health

CHAPTER 4 CONFLICT RESOLUTION METHODS

- Conflict resolution basic principles
- Traditional Legal System vs. ADR
- What is mediation - handout

- Mediation Process: 5 stage – POSTER
- Mediation Techniques
- International Status of Mediation

CHAPTER 5 PROBLEM SOLVING

- What is Problem Solving
- Who are the Problem Solvers?
- In- take form - ASK THE EXPERT
- How think outside the box (Video Scribe)

- How to be innovative thinker (Video Scribe)
- Problem Solving Formula (Video Scribe)
- POSTER on Problem Solving

CHAPTER 6 PROBLEM SOLVING IN REAL LIFE

- Assessment and Phase of the Assessment (Video Scribe)
- Problem solving Techniques
- Advance Problem-solving techniques

- The power of persuasion (Video Scribe)
- Communication techniques (Video Scribe)
- Body language (Video)
- Different types of personalities