



## Creative Problem Solving, Conflict Management and Decision Making Course

### Duration

- 5 Days

### WHO SHOULD ATTEND

- Conflict resolution professionals
- Managers
- NGO staff
- Government employees
- How to generate management and weekly reports quickly and accurately
- Human Resource professionals
- Counsellors
- Humanitarian aid workers
- Policy enforcement officials

### AREAS OF FOCUS

#### Intra-Personal and Inter-Personal Relationships

- Who are you? - Self-awareness
- Self-esteem and self-discipline
- Working in teams and valuing diversity
- Setting expectations
- Giving and earning respect
- Identifying strengths and weaknesses
- Clarifying values and Avoiding stereotypes
- Developing personal power

#### Effective Communication Skills

- Understanding the communication process
- Understanding nonverbal messages and providing the right feedback
- Active Listening Skills
- Public speaking techniques
- Being assertive and Expressing opinions constructively
- Critical thinking and creative thinking
- Characteristics of a critical thinker

#### Decision Making Skills

- Making decisions and the Decision Making process
- Gathering information and Identifying options
- Weighing options and consequences
- Making a choice

#### Problem Solving Skills

- Defining problems and Problem Solving
- Steps taken during the problem solving process
- Identifying options; considering pros and cons

#### Peaceful Conflict Resolution

- Introduction to Conflict and Conflict Resolution
- Understanding the different types of conflicts
- Identifying and controlling emotions in conflicts
- Using communication skills effectively to solve conflicts
- Recognizing and responding to conflict
- Strategies for resolving workplace conflicts
- Conflict styles
- Coping with accusations at workplace

- Process for managing conflict
- Conflict Resolution activities and mechanisms
- When conflict cannot be resolved
- Preventing conflict at workplace

### Healthy Living

- Helping the Team Cope with Change Effectively
- Stress Management and Psycho-Social Support
- Healthy eating and eating disorders
- Importance of physical activities
- Drugs and substance abuse
- Impact of behaviour change in health & wellbeing

