



## Negotiating and Resolving Conflict with Clients

A one-day workshop designed to help housing workers deliver quality client service

### Overview

Conflict arises in a range of professional, leisure and personal situations. Such experiences can be frustrating and also at times distressing. Sometimes we can be so affected by complex situations that we experience loss of confidence, communication skills and even our sense of self-value.

This program is designed for housing, community and health personnel wishing to gain skills in negotiation, resolving conflict and in creatively addressing problem situations with clients, peers and also colleagues from other agencies. Participants will be exposed to a range of strategies that will assist them in dealing with complex situations, whilst ensuring that the rights of all parties are fully respected.

### Content

This workshop seeks to present an enjoyable review of conflict and negotiation skills, as applied to individuals and groups. It will review some common solutions, inclusive of the building of rapport, development of mutual goals, win-win situations and also the management of our own anxieties in tricky situations. The session will also look at the surprisingly powerful effect of some words and phrases.

The workshop is purposely designed to be interactive in reviewing communication and intervention strategies.

Topics covered:

- Communication skills
- Blocks and barriers to communication
- Building rapport
- What is negotiation?
- Conflict resolution and negotiation in both formal and informal contexts
- Developing win – win situations
- Influencing skills and getting to yes
- Managing good relationships
- Reframing
- Responding to resistance
- Self management
- The power of suggestion

### Who should attend?

This workshop is aimed at social housing professionals whose work involves direct contact with clients.

### Presenter

Dr Steve Morgan, *D.Psych (Forensic)*