

*Conflict costs employers £28.5 billion per year. 10 million staff have experienced conflict at work, and of those, over 50% suffered from stress, anxiety and depression.*

*(Saundry & Urwin, 2021)*

### **Conflict Resolution Training**

At FD Consultants we have found that the more stressed an organisation is the more conflict prevails. A highly stressed organisation, that often deals with traumatic material, can function from a fire-fighting culture, intense working hours, and high expectations, resulting in a breakdown of communication, and therefore further conflict.

Conflict is corrosive and toxic to an organisational culture and has a damaging impact on the motivation and loyalty of staff, as well as the organisation's reputation. FD Consultants are specialist in managing conflict and crisis situations. We teach skills and techniques to help the de-escalation of conflict. Unfortunately, organisations can respond to conflict in a defensive or avoidant way, which can escalate a challenging situation.

Our Conflict Resolution Training is based on best practice mediation skills. Participants will learn how to deal with strong emotions, difficult behaviours and challenging communication. We teach our Conflict Resolution SAFETY model (FD Consultants, 2021) enabling participants to create a safe space for conflict to be resolved, and conclude with participants developing agreement plans.

*“This workshop was so helpful. The FD Consultants ‘SAFETY’ model is a great resource to refer to” (Wellbeing Manager, Humanitarian Sector, 2022).*



We can also offer a more in-depth training if an organisation wants to train volunteers to become peer mediators. As with a trauma incident, how someone is dealt with immediately after a conflict, has a significant impact on the individual's or team's recovery and severity of symptoms. This will create an organisational culture where conflict is addressed effectively and in a timely manner.

At FD Consultants we have associates that are trained and accredited mediators in conflict resolution. We have experience of facilitating mediation between all levels of staff, including leadership teams and senior management.

**Objectives of our Conflict Resolution training:**  
Part 1 will cover theoretical models of conflict management. Part 2 will focus on practice with relevant scenarios.

- Participants will be able to understand the theories of conflict and mediation.
- Participants will feel more confident when dealing with strong emotions and difficult behaviours.
- Participants will develop problem solving skills.
- Participants will learn the typical barriers and blocks to conflict and how to manage these in a respectful way.

- Participants will learn our Conflict Resolution SAFETY model (FD Consultants, 2021) to create a safe space for conflict to be resolved.
- Participants will learn advanced listening skills and explore different dialogue techniques.
- Participants will identify organisation specific conflict.
- Participants will be able to explore solutions and negotiate outcomes for final actions.
- Participants will be able to create an agreement plan for all parties.

FD Consultants style of training is educational, relational and participatory. We have adapted all our materials to offer online training and have been facilitating remote training for several years, as well as face-to-face. We have offered training to staff in over 100 countries and can provide training in several languages. All participants will receive a copy of the slides and further guidesheets to refer to after the training.

We are a global psychological health service and therefore adapt our trainings to respect different cultures, taking into account gender, race, and other diversity considerations, offering an intersectional approach.

*“Having gone through the Conflict Resolution Training as a team, and revisited the tools and techniques throughout the year, we’ve been able to support each other through the challenges” (HR Director, Mental Health Charity, 2021).*

FD Consultants work has been contracted through recommendation and reputation. We pride ourselves on offering a high-quality service with high standards.

### Organisational support

FD Consultants are the well-being service who will best deliver a reliable, quick, and bespoke support system in the workplace. FD Consultant’s team of accredited specialists will offer ongoing support to help manage stress, prevent burnout and provide specialist trauma care where required, enabling your staff with the tools to cope, and recover more quickly.