RESOLVING HUMAN CONFLICTS
PROGRAMME OUTLINE
UNLEASH YOUR POTENTIAL with HUMAN ASSOCIATES
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RESOLVING HUMAN CONFLICTS
THE CONTEXT

Resolving Human Conflicts

All conflict in the workplace emerges from the unspoken and unresolved tensions that are typically avoided and ignored. The usual method of dealing with workplace conflict is simply to avoid it and ignore it in the vain hope that it will somehow just go away.

The reality is, however, that those resolved tensions will continue to grow and at some point, they will trigger disruption and interruptions to key business processes.

As this happens, it is also likely that this disruption will also cause other conflicts to emerge. Identifying and articulating unspoken tension is the most powerful way to resolve workplace conflict.

The Resolving Human Conflicts process enables you and your organisation to identify and work with those typically unspoken and unresolved tensions. As you do so, will naturally find yourself transforming any workplace tensions into healthy and positive outcomes.
THE PROCESS

The Resolving Human Conflicts process we will use is powerful and engaging, enabling all participants to feel comfortable and empowered. The process follows these practical and productive stages.

Engaging With The Unspoken Tensions
How To Ask The Powerful Questions
Conflict From Your Workplace
Positive And Healthy Outcomes
Unresolved Inner World Conflicts
Clearly Naming Underlying Tensions
Skilled In Resolving Human Conflicts
The starting point for Resolving Human Conflicts is engaging with the unspoken tensions that are routinely avoided in the workplace. Although it may appear easier to ignore these underlying tensions, they will inevitably increase unless they are identified and challenged. Resolving Human Conflicts enables everyone involved to name tensions and own their contributions, so they can use this deeper understanding to achieve shared goals.
We begin the Resolving Human Conflicts workshop by reviewing the fundamentals of human conversations, of how to ask the powerful questions that enable you to generate conversations that will really make a difference for you. We also review how you can communicate most effectively, with clarity and power, by continuing to develop your self-awareness and situational awareness.
Although it may often seem as if most workplace conflicts are instigated intentionally, the reality is that most conflicts are the unforeseen outcomes of a lack of clarity and unintentional misunderstandings. By using real-life examples of conflict from your workplace, we will demonstrate how you can clearly identify intentional contributions from those which are unintentional.
By clearly understanding what factors are contributing to the conflict, you have the opportunity to understand and own your contribution, as well as being able to identify what others may be contributing to the conflict. Through understanding contributions and owning them, you naturally create a process focused on positive and healthy outcomes, rather than becoming stuck in a culture of finger-pointing and blame.
Outer world conflicts in the workplace often emerge because of unresolved inner world conflicts. By becoming more aware of where you might be internally conflicted in particular situations you can become far more skilled at owning your own contributions to a situation, rather than unconsciously blaming the conflict on the apparently intentional actions of other people.
CLEARLY NAMING UNDERLYING TENSIONS

By using real-world issues from your workplace, you will be able to practice the process of clearly naming underlying tensions in a positive and healthy manner, so that contributions to any conflict can be identified and owned by anyone participating in. After naming and owning the tensions, you then have the opportunity to make choices around those tensions, so that you can use them in the most effective manner.
By the end of the workshop, you will become far more skilled in resolving human conflicts in the workplace, by working with those tensions that are emerging with high potential for getting out of control. Also working with existing human conflicts so that you can safely de-escalate them in a positive and gracious manner, leading to a healthy outcome.
WORKSHOP TIMINGS AND LOCATIONS

WORKSHOP TIMINGS

The Resolving Human Conflicts Workshop is delivered in 1 day, working with real business challenges in and from the organisation. The workshop provides an interactive and immersive experience based on these general guidance timings.

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These timings are a guideline only and the actual timings will ebb and flow as we guide the workshop participants into the most effective areas so that they can achieve maximum benefit and value from the workshop.

WORKSHOP LOCATIONS

We deliver the Resolving Human Conflicts Workshop in the location that best suits your needs as our client. We can deliver on site in your facilities, or off-site at a location of your choice.

The workshop will be a busy and interactive experience, so ideally we would recommend a large, open space, preferably with natural lighting. It is also important to minimise distractions so that workshop participants can fully engage with developing their effective human communication skills.

We recommend that workshop participation is not limited to a select few participants within an organisation. Resolving Human Conflicts practices provide the most value for a business when all individuals in the organisation are using them. We can provide a structured series of workshops to ensure that everyone in the organisation has the opportunity to communicate more effectively.
HUMAN TERMS and CONDITIONS

Human Associates work with all our clients in a spirit of openness and trust. Our expectation is that our clients will also work with us in a spirit of openness and trust. Our open and trusting approach means that our fundamental considerations are for client comfort and confidentiality.

We will ensure that all participants enjoy a comfortable and stimulating experience, while ensuring their safety and sense of well-being. We know from experience that the more relaxed and comfortable a delegate is, the more willing they will be to fully participate and create continuing value from their workshop experience.

Any confidential information shared by our clients shall remain strictly confidential and although we work in a spirit of openness, we retain the intellectual property rights to all our materials and processes. These cannot be used without specific written permission from Human Associates.

We recognise that your time is valuable and our time is valuable too. Our unique services are always in high demand and so if a confirmed booking is cancelled, we will ask you to pay a cancellation fee of 10% of the full cost. Cancellations within 60 days of workshop commencement will require 25% of the full fee to be paid, within 30 days will require 50%, within 14 days will require 75% and within 7 days will require 100% of the full fee to be paid.

We will invoice you on completion of our work and our expectation is that you will pay us within 30 days. Should any tensions emerge in our working relationship, we will invite each other into a powerful and honest conversation, where we can positively resolve these tensions. This will not only result in a healthy resolution of any tensions but also further strengthen our future working relationship.
ABOUT HUMAN

Human design and deliver immersive workshop experiences which enable you, as an individual, or part of an organisation, to navigate complex business challenges in a powerfully innovative way. Led by award-winning business psychologist Ian McLaren Wallace and extensively experienced educationalist Ashley Petrie, Human are a global group of diversely talented associates, who inspire you to unleash your potential in a very human way.

Rather than continually judging and assessing you, we help you to realise the potential of your ideas and inspirations so that you can bring them into powerful reality. Although the workshops we create are based on the latest scientific research and evidence, we deliver them in a very warm and empathic manner, consistently enabling you and your colleagues to get the most out of your workshop experiences.

Human Workshops are safe and comfortable environments that provide you with the opportunity to go deeper than you might normally do, giving you the confidence to go to the edge of what seems possible, so that you can move beyond it into the truly valuable. We are based in the vibrant city of Dundee in Scotland and we work all over the world to deliver our unique workshops to a wide range of clients, specialising in high performance organisations and high potential individuals.
HUMAN WORKSHOPS

**HUMAN CONVERSATIONS**

"I always feel like I’m not being heard...”
How can I be heard more clearly by others?

**RESOLVING HUMAN CONFLICTS**

"It often feels like no-one understands me...”
How can I be a more effective communicator?

**HUMAN EMOTIONAL WELLBEING**

"Work is really stressing me out just now...”
How can I feel my best and still perform at my best?

**DEVELOPING HUMAN RESILIENCE**

"I feel overwhelmed by unexpected challenges...”
How can I positively engage with work challenges?
HUMAN WORKSHOPS

BEING A HUMAN LEADER
“*My usual leadership style isn’t working any more...*”
How can I choose my most effective leadership style?

AUTHENTIC HUMAN LEADERSHIP
“*No-one understands my leadership vision...*”
How can I inspire confidence and belief in others?

HUMAN CULTURAL TRANSFORMATION
“The reality of our culture doesn’t match our vision...”
How can we create the culture that we really need?

HUMAN BY DESIGN
Human Associates design and deliver custom workshops, which use our unique processes to help you with specific challenges.