



Effective Communication & Conflict Management™

Mastery Course Outline

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Communicate with Confidence, Resolve with Skill: Building Stronger Workplaces

This course is designed to equip managers, team leaders, and frontline workers with the skills necessary to enhance their communication capabilities and manage conflicts effectively, fostering a positive and productive workplace environment.

Covering a range of topics, from building emotional awareness and understanding psychological capital to advanced strategies for conflict resolution and effective communication, each day will include a mix of interactive activities, group discussions, and practical exercises to enhance learning and application in the workplace.

At the end of this course, participants will have gained valuable skills in effectively managing conflicts and communicating with others in both personal and professional settings.



Wesley Paterson, CMC®, is a distinguished consultant, coach, and trusted advisor renowned for his practical and insightful approach. He excels in driving performance and productivity improvements for his clients, with noticeable changes seen from the onset of engagement. Wes's results-driven focus and pragmatic strategies have helped organizations boost sales, increase profits, and establish clear pathways for high performance and strategic execution.

Working across a diverse range of sectors—from small family-owned businesses to Fortune 500 and Global 500 companies, as well as at various government levels—Wes implements methodologies that achieve practical, tangible results. His clients continually move from their current state to exceed their targets and aspirations. Wes is also certified in ISO 20700 through CMC-Global.

Among his many achievements, Wes recently delivered a Masterclass on Productivity & Performance Hacks and participated in an International Panel at the International CMC Conference in Yerevan, Armenia, alongside global experts. He is an award-winning consultant, having received the Queen Elizabeth II Platinum Jubilee Medal, and is recognized as the National Champion and International Nominee for the Constantinus International Award by ICMCI / CMC-Global for 2024.

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Day 1: Building Foundations and Emotional Awareness

1. Introduction and Course Overview

- Welcome and Introductions
- Course Objectives and Expectations
- Overview of Key Topics

2. Helping vs. Rescuing™ - 20 Question Framework

- Understanding the Difference Between Helping and Rescuing
- Introducing the 20 Question Framework
- Group Activity and Discussion

3. Fast Friends Activity - Breaking Down Silos & Building Bridges

- Using Structured Activities to Build Rapport
- Techniques to Enhance Trust and Cooperation
- Debrief and Application to Workplace Scenarios

4. Introduction to Psychological Capital - Psycap

- Defining Psychological Capital
- Exploring its Components and Benefits in the Workplace

5. HERO Model - Hope, Efficacy, Resilience, Optimism

- Detailed Exploration of Each Component
- Strategies to Cultivate HERO Traits in Teams
- Interactive Exercises and Case Studies

6. Importance of Emotional Intelligence (EQ) - Understanding Your Triggers

- Defining and Assessing Emotional Intelligence
- Identifying Personal Triggers and Managing Responses
- Developing EQ for Better Communication

7. Review, Reflection & Stress Management

- Recap of Day 1
- How To Humour Your Stress
- Participant Reflections and Feedback

Day 2: Advanced Strategies and Conflict Resolution

1. Situational Awareness & Conflict Management

- Techniques for Heightened Situational Awareness
- Strategies for Conflict Resolution and Management

2. I'm Right Activity

- Activity to Explore Perspectives and Open-Mindedness
- Group Discussion and Insights

3. Negotiation Strategies - Would You Be Opposed To... and Other Techniques

- Exploring Effective Negotiation Strategies
- Practicing Techniques through Role Play and Case Studies

4. Responding to Criticism - That's an Interesting Point of View

- Strategies for Handling Criticism Constructively
- Practice and Role-Play Exercises

5. Verbal Judo - Dealing with Aggressive & Passive-Aggressive Behaviour

- Understanding the Principles of Verbal Judo
- Techniques for De-escalating Aggressive Situations
- Role-Playing Scenarios

6. Best Practices for Effective Communication

- Identifying and Demonstrating Effective Communication Techniques
- Incorporating Humour to Enhance Communication

7. Course Conclusion and Wrap-Up

- Review of Key Learnings
- Participant Feedback and Next Steps
- Closing Remarks and Certification Distribution



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Contact us for more information:



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Organizations targeting Industry & Construction may have course hours eligible for credits towards the CCA Gold Seal Program and Provincial Blue Seal Programs.

Government Funded Grant & Tuition Reimbursement Programs may also be available in your region.