

Managing Conflict

The managing conflict course will benefit individuals, teams and the organisation by providing delegates with the understanding and ability to manage conflict in the workplace. Using a variety of training methods including short lectures, exercises and role-plays; this seminar is designed to be highly informative, interactive and relevant to the every-day working situation.

This course suits

Anyone who experiences conflict in the workplace.

What delegates will gain from the course

- Understand why conflict is inevitable
- Realise that not all conflict is negative
- Learn their own preference for coping with conflict
- Be able to distinguish between aggression, assertion and submission
- Know how to manage conflict with both internal and external customers
- Have developed the skill to handle a variety of everyday confrontational situations

Timetable

09:30 - 09:45 Coffee & Course Objectives

09:45 - 10:15 An Introduction to Conflict

10:15 - 10:30 Sources of Conflict

10:30 - 11:00 Myths and Truths about Conflict

11:00 - 11:45 If Conflict is Inevitable What Are the Options?

11:45 - 11:50 Developing our Repertoire of Techniques

11:50 - 12:30 Assertiveness

12:30 - 13:00 Questioning and Listening skills

13.00 - 13:45 Lunch

13:45 - 14:15 Handling Difficult Situations

14:15 - 14:30 A Model for Resolving Conflict

14:30 - 16:30 Practising Conflict Handling Skills Through Role Plays

16:30 Summary & Action Plans Agreed

