

## Conflict Resolution

**Prevent, manage and resolve conflict to stop it harming your organisation**

### **Who is it for?**

Managers, supervisors, team leaders, or anyone who struggles to consistently obtain positive outcomes from conflict situations. Equally useful for more experienced managers who would like to pick up new techniques for dealing with communication failure or personality clashes.

### **What is it about?**

Conflict is not a bad thing. However, the way that individuals and organisations deal with it (or fail to deal with it) often is. This course is designed to give you a positive approach to managing, resolving and, where appropriate, preventing conflict. You will acquire and practise established techniques for managing and resolving conflict in a variety of situations

### **Course Overview**

- Recognise and understand

Learn the seven home truths of conflict

Know the two primary reasons why conflict occurs

Spot the red flags which indicate conflict is brewing

Uncover the seven types of conflict and learn different strategies for dealing with them

- Dissolve and resolve

Work through the seven steps to co-operative resolution

Learn the essential rules for open communication

Discover proven ways to prevent conflict from escalating

Separate the person from the problem – what this means and how to do it

Mediate effectively in a conflict situation

- Behaviours and barriers

Break the automatic link between emotions and actions

Use the power of influence to overcome obstacles

Build trust and respect