

Managing Conflict

Conflict is an inevitable part of life, but with focus and effort it can be resolved and even change a fractured situation or relationship into something positive. In today's working environment, we are asked to communicate with a greater variety of people from customers to colleagues to stakeholders and so on, therefore we need to take ownership for resolving conflict ourselves.

This course will help people to recognise potential conflict and use effective strategies for managing it to get to a successful outcome for them, the others involved and the organisation.

What will you learn?

- ⇒ The difference between confrontation and conflict, and healthy and unhealthy conflict.
- ⇒ Examine how we feel about conflict and how we communicate in conflict situations.
- ⇒ Explore common obstacles in the communication process.
- ⇒ How to recognise the stages of escalating conflict and signs of conflict and aggression.
- ⇒ An indication of your preferred conflict resolution style.
- ⇒ Learn specific techniques to communicate more effectively when in conflict with others.

What will you cover?

- ⇒ The value of honesty and agreement
- ⇒ Conflict resolution strategies
- ⇒ Defusing blame
- ⇒ Active listening
- ⇒ How to deliver bad news
- ⇒ Saying 'no' and 'not now'
- ⇒ Solution focus rather than problem focus
- ⇒ Achieving resolution through win-win
- ⇒ Create a positive plan of action to embed learning

Who is it for?

Anyone who would like to be more confident in effectively resolving conflict, or for those working in high pressure environments who regularly face conflict situations.

How long will it take?

One day