

Resolving Team Conflict

Conflict is inevitable when we work with others. After all, we each have our own opinions, views and beliefs, which makes it easy to understand how conflict can escalate so quickly. The choice is whether we allow that conflict to negatively eat away at the fabric of the team to create cliques, factions and paranoia; or address it positively so that we can learn and understand more about each other, reaching more effective outcomes.

This course will help teams to work together to effectively resolve conflict, making sure that when it occurs it works to their advantage rather than contribute to their demise.

What will you learn?

- ⇒ Understand how your team views conflict.
- ⇒ Agree expectations with regards to resolving conflict.
- ⇒ The range of conflict resolution styles, completing the [Thomas Kilmann Conflict Mode Instrument®](#)
- ⇒ How to recognize typical behaviours during conflict situations.
- ⇒ Practical, straightforward approaches to resolving team conflict.
- ⇒ Build an agreed approach to how you will resolve conflict as a team.

What will you cover?

- ⇒ Why team conflict occurs.
- ⇒ The benefits and drawbacks.
- ⇒ Individual and team preferences towards conflict.
- ⇒ Conflict resolution strategies.
- ⇒ Saying 'no' and 'not now'
- ⇒ Giving and receiving feedback during conflict situations.
- ⇒ Team-driven working to agree the way forward with regards to resolving conflict.
- ⇒ Create a positive individual and team plan of action to embed learning

Who is it for?

This course is for any team who would like to improve how they deal with conflict together, either generally or perhaps because it occurs regularly.

How long will it take?

One day