



Please note that this outline is only intended as a guide and that any event can be customised to suit you.

Events are run using a mix of trainer-led sessions, hands-on practice and group discussions.

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Conflict Management

(1 day)

“Healthy camaraderie is good but excessive conflict is not. It is highly corrosive & can weaken even the most successful business.”

Benefits

Conflict benefits no-one and is a potential threat to any business. It causes personal distress, reduces team morale and often leads to poor performance. The ability to recognise conflict and deal with it effectively is therefore a key skill which everyone benefits from.

Aim

To recognise conflict situations and to develop a range of strategies to help resolve them. Whilst recognising the importance of policies and procedures the course focuses on developing personal skills to help prevent conflict situations, or resolve them effectively.

Objectives

By the end of the training you will be able to...

- Recognise the sources of conflict at work
- Respond positively and effectively to conflict situations
- Promote a healthy atmosphere at work where conflict is managed

Content

- Causes of conflict at work & identifying those that affect you
- Acceptable and unacceptable forms of behaviour
- Effects on business - the shocking truth!
- Procedures and policies, (including an overview of the Statutory Dispute Resolution Regulations of 2004)
- Benefits of an informal approach to conflict resolution
- Personal techniques for dealing with conflict head-on
- Active listening and effective questioning techniques
- The use of assertiveness in resolving conflict early on
- How to ensure conflict remains resolved
- Helping others reach agreement – negotiation & mediation skills
- Dealing with ‘difficult’ people
- Plan for implementing your skills back at work