



Your Needs:

"This outline is a guide to the content of a typical course. In practice, all courses can be customised to meet specific needs and can be run at a time and place to suit you."

Accelerated Learning:

"We run our events using an appropriate mix of group discussions, practical exercises and case studies, supported by short tutor-led sessions."

What You Get:

"As standard, we provide a full set of reference notes, equipment (for IT training) and ongoing support (in case you have any questions afterwards)."

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Conflict Management

(1 day)

"Healthy camaraderie can be good for team spirit, but when it turns into conflict this can be corrosive and will weaken even the best team."

Benefits of attending this course...

Conflict benefits no-one and is a potential threat to any organisation. The ability to recognise conflict and deal with it effectively is therefore of value to the individual, the team, and the business.

Who is it for?

Managers who need to devise and implement an effective conflict management policy. Individuals who work in high-pressure situations who need strategies for recognising potential conflict situations and managing them.

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, conflict-free atmosphere.

Content

- ✓ Causes of conflict at work (and identifying those that affect you).
- ✓ Acceptable and unacceptable forms of behaviour.
- ✓ The negative impact of conflict on the business (the shocking truth).
- ✓ Overview of current legislation and a review of your own policies and procedures.
- ✓ Benefits of an informal approach to conflict resolution.
- ✓ Methods for dealing with conflict effectively (including reading the situation and the appropriate use of body language and voice).
- ✓ Handling difficult situations – using active listening, effective questioning, and assertiveness techniques.
- ✓ How to ensure the workplace remains conflict-free.
- ✓ Promoting a culture of negotiation and mediation (in order to help others reach agreement).
- ✓ Preparing a plan for action once you return to work.