

CONFLICT MANAGEMENT

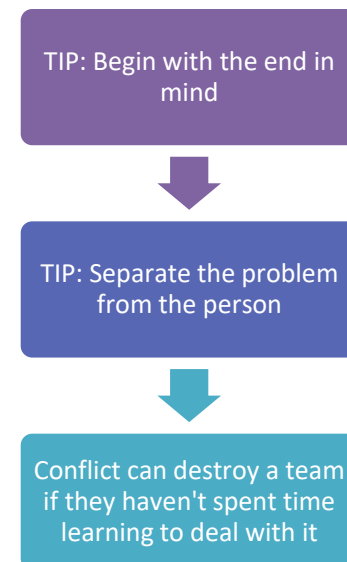
One-day, face-to-face, interactive workshop with up to 25 participants

Managing conflict is an essential skill for individuals in the workplace. It is a critical element in maintaining a positive and productive work environment. Learning to handle disputes and tensions effectively is essential for personal and professional growth. Understanding the different types of conflict and learning how to communicate and manage emotions and prevent conflicts can significantly improve productivity and foster a positive work environment.

This one-day course is designed to equip participants with practical skills to manage and resolve conflicts. By the end of this course, participants will have gained insight, knowledge, and practical skills to manage and resolve conflicts in the workplace effectively.

COURSE AGENDA

1. Understanding Conflict: Breaking it down into its parts
 - Definition of conflict
 - Types of conflict
 - Causes of conflict
 - Signs of conflict
2. Communication and Conflict Resolution
 - Active listening
 - Effective communication
 - Assertiveness
 - Collaborative problem-solving
3. Conflict Management Strategies
 - Collaboration
 - Compromise
 - Competition
 - Avoidance
 - Accommodation
4. Managing Emotions in Conflict
5. Conflict Prevention in the Workplace
6. Practical session: Workshopping a range of scenarios



COURSE DETAILS

Delivery duration	One day (timing to be agreed between parties)
Delivery style	Face-to-face workshop including: presentation, facilitated discussion and practical activities. Time is allocated to allow participants to workshop several scenarios.
Location	Venue to be provided by the client.
Participant numbers	Maximum: 25
Tailored option	Yes. Tailoring of workshops incurs a development cost. We will be able to provide you with a quote for these costs once the range of required tailoring has been determined.

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