

Conflict Management – how to deal with situations before they become unmanageable

Summary

In terms of an employee's relationships within the workplace there are certain defining moments. One of those moments comes when there are differences between employees or conflicts between an employee and his or her Manager. Because conflict is woven into the fabric of most working interactions such relationships need to be handled with care. This workshop will help participants to understand the nature of conflict and how to work with conflict to control its impact on relationships and organisational efficiencies.

Target Audience

This program is suitable for existing first-line managers and those who aspire to or are being developed for leadership or first-in-line roles. Other employees may attend at their Manager's discretion.

Prerequisites

None

Objectives

- Participants will identify sources of conflict.
- Introduce participants to the different levels of conflict.
- Introduce a model of working with conflict.
- Provide participants opportunity to practice skills for managing conflict through the applied use of the conflict model.

Key Learning Take-Aways

- Participants will have an increased awareness of their current conflict management style.
- Participants will have the ability to discern sources and levels of conflict.
- Participants will be practiced in using conflict management skills.
- Participants will have the ability to produce an action plan to implement workshop materials.

Course Duration

This course is a 1 Day, instructor-led, classroom-delivered workshop.

For more information on this program please contact John Marrow
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