



Managing Conflict in the Workplace



Overview

With employees facing ever increasing levels of aggression in the workplace, conflict management is vital. This course focuses on equipping the delegate with the skills to cope effectively when conflicts occurs, and be able to reduce the likelihood of it arising in the first place.

Using a variety of training methods, this course is designed to be highly informative, interactive and relevant to the every-day working situation.

Target Group

This course is aimed at managers and senior staff who are required to handle interpersonal difficulties within the workplace.

Objectives

By the end of this course delegates will be able to;

- ✗ Identify why conflict arises and techniques to prevent it
- ✗ Understand the different types of conflict that can arise in a work situation
- ✗ Understand the different strategies for dealing with conflict
- ✗ Demonstrate the key skills needed to manage conflict in the workplace

Course Content

Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.)

- ✗ Understanding why conflict is inevitable
- ✗ Triggers which can provoke conflict
- ✗ How to recognise warning signals and avoid triggering conflict
- ✗ Changing what you do for a different outcome
- ✗ Understanding how conflict can be positive
- ✗ Defining a difficult person
- ✗ Working with difficult people
- ✗ Patterns of behaviour
- ✗ Distinguishing between aggression, assertion and submission
- ✗ Tactics for responding to aggressive behaviour
- ✗ Defusing potentially explosive situations
- ✗ Turning arguments into discussions
- ✗ How communication influences conflict
- ✗ Understanding the effect of body language and how to use it constructively
- ✗ Active listening and responding
- ✗ Conflict strategies
- ✗ Identifying a preference for coping with conflict
- ✗ Conflict resolution
- ✗ Managing conflict both internally and also with customers and suppliers
- ✗ Applying strategies and techniques to real life situations

Outcomes

Each delegate will receive individual feedback, and will be asked to complete a personal action plan to identify key changes to implement and skills to practice.