



CONFLICT RESOLUTION

Course Outline

Course overview and duration

Aimed at all team leaders, this one-day course helps delegates to develop the skills, knowledge, and confidence that they require to effectively manage and turn-around conflict situations in the workplace, in a manner that is clear, assertive, and constructive.

Who will benefit from this course?

The aim of conflict management training is to introduce practical conflict resolution techniques and strategies that managers and team leaders can effectively utilise in the workplace. It builds on previous training and knowledge of effective performance management. Accordingly, this course is best suited to people that have management experience, and who will have already encountered conflict in their professional capacities.

What you will learn:

- Recognising the management role in workplace conflict resolution.
- Identifying existing conflict resolution strategies.
- Defining confrontation and identifying different conflict styles and their impact, using the Thomas Kilmann Conflict Mode Instrument.
- Identifying where you focus your attention and energy and recognising your preferred way of dealing with conflict.
- Process for managing conflict.
- Recognise contributions and potential conflict management strategies to change outcome.
- Recognise 'difficult' behaviours in colleagues and identify strategies to overcome them.
- Communicate assertively, incorporating others' expectations.

All delegates will leave the training with a personalised action plan.