



# MANAGING CONFLICT



## Delivery Format



### Face to Face Group Workshops

Maximum 12 participants  
1 day



### Live, Virtual Group Workshops

Maximum 10 participants  
1 day

## Who Should Attend?

Anyone who leads or manages a team, especially those new to a team. Of huge benefit to all those who achieve results through others. Also valuable for anyone who:

- ✓ Has line management responsibility
- ✓ Leads a team
- ✓ Has supervisory responsibility for peers or colleagues
- ✓ Wants more confidence in dealing with pre-empting or managing conflict
- ✓ Has to deal with situations including consistent lateness, bullying, inappropriate humour or aggressive behaviour
- ✓ Wants to be more assertive with their colleagues
- ✓ Wants to take control of situations where colleagues or others become aggressive

## Workshop Overview

A 1-day practical workshop, designed to enable managers to pre-empt and manage difficult relationships in, and with, their teams. Conflict between Individuals and teams damages relationships and ultimately the effectiveness of an organisation. In this energetic workshop we utilise case studies and personal experiences to explore the different types of interpersonal conflict and how to manage these. Participants learn the skills to practically deal with 'difficult' people and circumstances so the team can function with optimum harmony and productivity.

## Key Objectives

Participants will leave the workshop with strategies and practical actions to:

- ✓ Differentiate between healthy and unhealthy conflict
- ✓ Recognise the costs of not dealing with unhealthy conflict
- ✓ Confidently establish the root cause of issues using the Iceberg of Conflict
- ✓ Quickly recognise triggers and act when conflict is occurring in their team
- ✓ Identify unhealthy conflict and recognise how this escalates
- ✓ Deal assertively with individuals in conflict
- ✓ Demonstrate the key attitudes and skills required to prevent and cure conflict
- ✓ Differentiate between five styles of handling conflict
- ✓ Flex their style to deal with conflict in the most effective way
- ✓ Increase assertiveness with those displaying aggressive and passive-aggressive behaviours
- ✓ Develop collaborative approaches to manage conflict in the workplace

This course enables participants to hone the essential attitudes and skills to confidently deal with conflict. It provides a safe environment in which to discuss and practice dealing with conflict in the workplace, either through prevention or cure.