



clarity

INSPIRING PERFORMANCE

Who should attend
Suitable for all employees

Duration
1 Day

Introduction to Conflict Management

Purpose of the workshop

At some point in a working environment people will be subjected to conflict at work. This can be from a team member, customer, supplier, manager or other people in the organisation. It is important therefore that we are able to both control our own anger and also deal with other people's anger or aggression. However, some conflict in the workplace can be healthy, it is our own and other people's response to conflict that can make a situation worse. During this workshop we will explore the causes of conflict, how to recognise it starting and a range of techniques that can be used to resolve it in a range of situations.

Outcomes

- Understand what is meant by the term "conflict"
- Sources of conflict
- How to recognise the signs that conflict is starting
- The link between behaviours and emotions
- Using open communication to resolve conflict
- The 6 steps that can be used to resolve issues
- Conflict handling styles
- The importance of building trust and respect
- Using influencing and negotiation techniques to resolve conflict

