

Conflict can be both positive and negative. The difference depends on your ability to identify and handle these conflicts, resolve them appropriately, and learn from the process. Resolving conflict improves productivity, team work and morale. Delegates will gain an understanding of how conflict can produce positive results and effect change. This interactive workshop will provide you with:

- An understanding of the nature of conflict in organisations
- Key approaches for managing conflict
- Insight into your style of handling conflict and ways to enhance your conflict resolution effectiveness
- Strategies and skills to resolve conflicts with individuals and groups

Who Will Benefit?

Managers and supervisors who want to establish more effective ways to resolve conflict

Course Outline

- How conflict displays itself in the workplace
- How to anticipate typical sources of conflict
- Conflict resolution models and their benefits and limitations
- Using the right resolution approach for the situation
- Using conflict positively for personal and organisational growth
- Identifying your strengths and weaknesses in resolving conflict
- How your style of handling conflict helps or hinders your ability to manage conflict
- How to use your authority appropriately to resolve conflict
- A personal plan for improving your own approach to handling conflict
- Conflict resolution strategies
- Techniques for dealing with angry people and groups

Duration

1 Day

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