

# Managing Conflict

All business are built on good working relationships and a managers ability to maintain and develop these relationships is vital. This workshop will give participants the knowledge and practical skills to deal productively with any conflict situation should it arise.

The course is designed for front line team leaders and managers.

Attendees will be able to:

- Understand where conflict comes from and describe its effects
- Identify their own preferred conflict handling styles
- State the process and skills involved when handling conflict
- Draw from a range of approaches to resolve different situations
- Demonstrate the skills and knowledge learnt using their conflict situation example
- Explain the key behaviours in conflict resolution
- Develop an action plan tailored to the needs of their organisation

The programme is a mixture of input, group work, role plays and discussions using real life situations.

Delegate's must bring a 'real life' example of conflict, that involves themselves or others, that they have been faced with in the past, or that they will need to manage in the future.

Workshop duration: 1 day