

Managing Conflict

Duration: One day

Conflict arises inevitably when a group of people work together. This workshop explains why conflict occurs and what we can do about it. We will find that when we manage conflict constructively it serves as an important source of creativity.



Why Attend?

- To understand the sources of conflict and how to manage it
- To learn a set of techniques for managing and diffusing tension that arises
- To learn how to manage your emotional state

Who Should Attend?

- Anybody responsible for managing teams
- Anybody concerned about resolving a difficult working relationship

Topics Covered

- Why conflict arises
- Personality as a basis of conflict
- How to understand somebody else's viewpoint
- How to establish and maintain rapport with anybody
- Managing your emotional state
- Negotiations strategy
- The principles of assertiveness
- A process for diffusing difficult situations

By the End of the Course Delegates will

- have greater self confidence about managing difficult relationships
- be able to act as a mediator when conflict arises within teams.