

Conflict between individuals or departments within an organisation can be very destructive – taking up time and energy, distracting people from the job in hand, undermining trust and effective communication. But handled well, conflicting views can release creative energy. This one-day workshop is designed to develop participants’ awareness of the issues around managing conflict, and their skills in handling difficult situations. Recognising what is happening and having the competence to deal with interpersonal conflict can help you and your organisation free-up and redirect the use of both time and energy.

Your Workshop Leader: Linda Richardson

LEARNING OUTCOMES

By the end of this course, participants will:

- be aware of how individuals, including themselves, react to conflict
- be aware of the effect their behaviour has on self and others
- identify how conflict arises and what causes it to escalate
- develop their skills and strategies for dealing with conflict positively
- have identified an action plan to deal with specific situations back in the workplace.

KEY TOPICS

- benefits of and problems of conflict
- sources of conflict
- understanding different styles and approaches
- the role of language and body language in escalating or resolving conflict
- practical applications for dealing with conflict

WHO SHOULD ATTEND

For all managers and team leaders, and anyone wishing to improve their personal effectiveness in dealing with people.

Outline Programme

Welcome and Introductions

- to one another and course content

Recognising & Understanding Conflict:

- define what conflict is and explore the problems of unresolved conflict and the benefits of constructive conflict

Identifying Causes of Conflict:

- consider organisational factors which influence levels of conflict e.g. structures, systems, strategies
- explore the reasons behind misunderstandings & differing viewpoints

Choosing Appropriate Approaches:

- consider when it is right to:
 - confront
 - accommodate
 - problem solve
 - negotiate

Developing Conflict Management Skills

- practical session exploring options for influencing the outcome
- considering the most effective ways of minimising misunderstandings

Action Planning – the next steps

Close of Workshop

Style:

The style of the course is designed to meet individual’s personal objectives as far as possible, exploring issues and situations directly relevant to participants. Through role playing, individuals can try out different responses to see which are most effective, with the benefit of feedback from others on how they come across. This is a valuable and integral part of developing interpersonal skills.



COMMUNICATE

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