

Managing Conflict

Duration: One Day

Course Objective

To provide participants with the skills to be able to identify sources of conflict and develop clear strategies for resolving it. Conflict within teams can destroy working relationships and undermine the whole team's performance.

By the end of the course, participants will be able to:

- 🌈 Identify and deal with sources of conflict
 - 🌈 Take responsibility for their contribution in conflict generation
 - 🌈 Adopt different approaches for dealing with others
 - 🌈 Develop a way forward for resolving conflict their team
 - 🌈 Understand the importance of clear communication
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Course Elements

- 🌈 Sources of conflict in teams - goals, roles, people and processes
- 🌈 3 stages of conflict escalation and suitable approaches for each
- 🌈 Understanding different employee types and how to get the best out of them
- 🌈 Causes of dissatisfaction - spotting signs of de-motivation
- 🌈 Designing individual strategies for re-motivation
- 🌈 Talking and communicating - Understanding the difference
- 🌈 Understanding and avoiding passive and aggressive behaviour
- 🌈 Developing a culture of open disclosure and feedback
- 🌈 Dealing with intra-team conflict - tips for managers
- 🌈 The importance of effective team development - how this can help overcome conflict and increase performance