

## Overview

Conflict is often defined as a fight or a struggle and as a result seen as something we should avoid. Certainly, when it is badly handled it can result in very negative results for an organisation. However, at its root, conflict is basically a difference of opinion and if we can address, explore and resolve that difference in a constructive way then the very thing we want to avoid can be the basis for a stronger, more effective working relationships. Well-handled conflict builds better understanding, greater trust and as a result, potentially better productivity. This course will enable participants to develop an understanding of the factors that contribute to conflict and the skills to respond to conflict in the most appropriate way to enable a positive outcome.

## Who is it for?

Senior and middle managers, team leaders and other members of staff challenged by situations involving conflict.

## Course content to include...

- The causes of conflict and the key implications of individual perceptions creating misunderstanding
- Individual and alternative responses to conflict
- Benefits of well resolved conflict
- An understanding of assertive behaviour
- Listening and questioning skills to use in exploring the reasons behind the conflict
- The use of the AGREE model - a conversational conflict resolution model
- How to build empathy and acknowledge other's points of view
- Case studies/role play to practice the implementation of skills

## By the end of the course learners will be able to...

- Identify the key causes of conflicts
- Identify their personal typical reaction to conflict
- Describe a strategy for resolving conflict with another person

"The realisation that conflict can be good and useful was quite the eye-opener."

