

Conflict Management



**Confidently prevent, manage and resolve conflict.
Stop avoiding dealing with difficult people or situations!**

Who is it for?

Middle and first line managers, or anyone who struggles to consistently obtain positive outcomes from conflict situations. Equally useful for more experienced managers who would like to refresh or pick up new techniques for dealing with communication failures or personality differences.

Overview

Conflict is not a bad thing. However, the way that individuals and organisations deal with it (or fail to deal with it) often is. Resolving conflict requires the use of effective communication skills, assertive behaviour, problem solving and negotiating skills. The aim of this workshop is to develop self awareness, communication and interpersonal skills in managing difficult people and provide a range of tools and strategies to create "win-win" outcomes.

Workshop Objectives:

- Identify personal challenges in managing difficult people and acknowledge a key area for personal development
- Apply a personality profiling model to assess people objectively.
- Recognise personal style in dealing with conflict and/or confrontation.
- Reflect upon a range of strategies to manage conflict.
- Practice effective communication skills to enhance listening and understanding.
- Practice assertive behaviours.

Investment

Total investment for this one day workshop is £140 per person. Alternatively, this workshop can be delivered internally to your organisation for a total investment of £1154. Based on a group size of ten persons, this reflects an investment of £115 per person. This cost includes all relevant materials but excludes any costs associated with the venue.

Ilm Accreditation (optional)

For an additional investment of £59.00 per person, and on successful completion of this workshop and associated action plan, the Institute of Leadership and Management (ilm) will acknowledge the participant through the Development Award and twelve months ilm membership which includes access to online support materials, study guides and career development support.