

Conflict Management

Many people think that working life is complicated enough without being burdened with unexpected conflicts at work which invariably obstruct our best efforts and cause enduring interpersonal difficulties.

This workshop, however, will encourage participants to view the subject in a new light. When well channelled, conflict is an essential ingredient in organisational life, and contributes too individual and team growth as well as the personality and climate in the organisation.

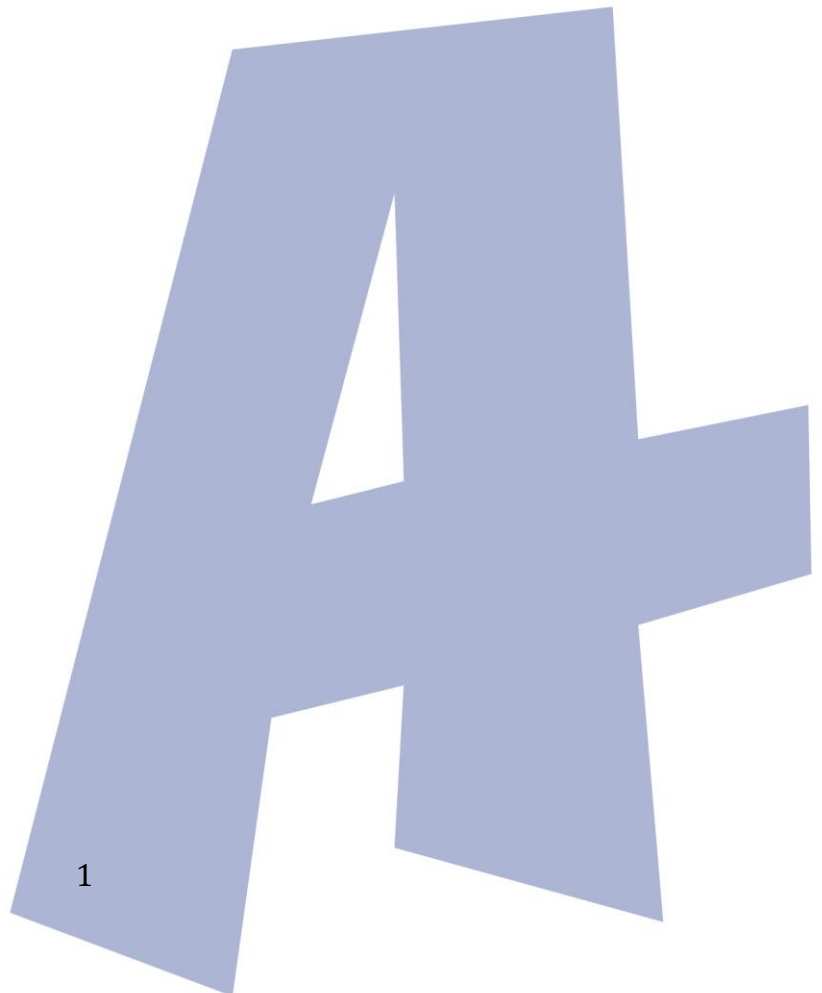
Who will the course benefit?

Team Leader and Managers, who wish to review how they deal with conflict and work place disagreements.

Course Objectives:

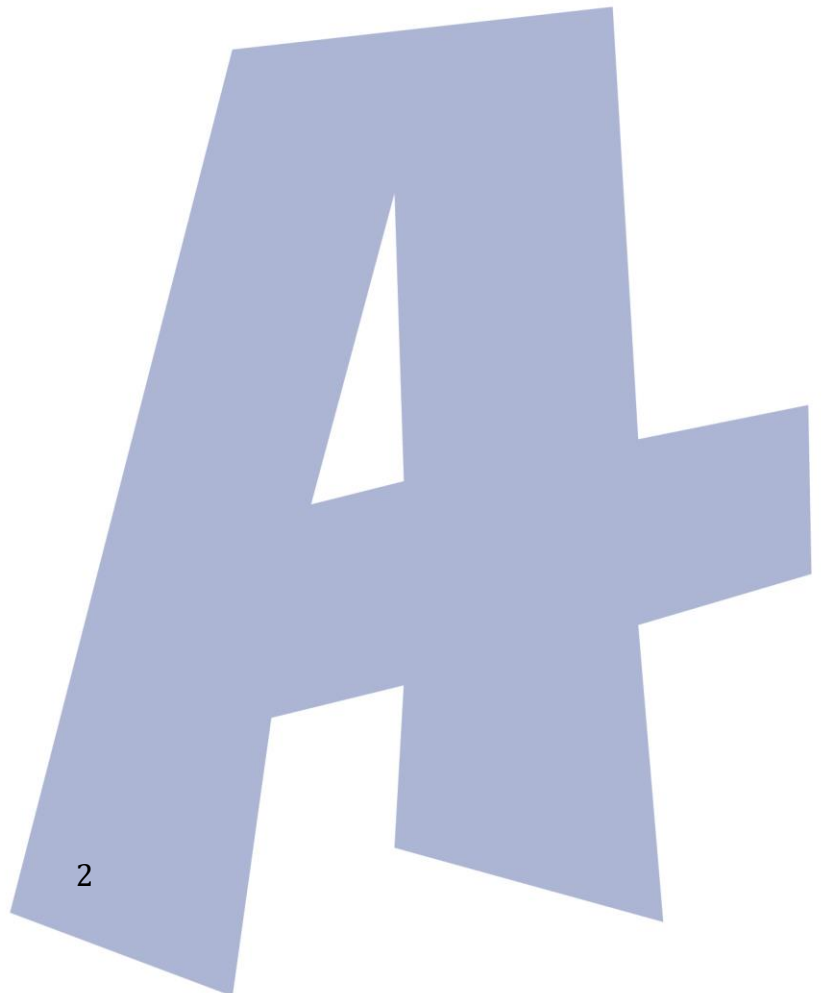
To provide the skills and techniques to handle conflict and disagreement.

Course Duration: 1 day



This course will enable delegates to:

- Understand the nature of conflict in organisational life - its causes, benefits and disadvantages
- Reflect on past and current experiences of conflict with a view to identifying what approaches do and do not work
- Utilise a range of conflict-handling approaches which equip them with attitudes and skills to manage conflict appropriately
- Explore the appropriateness of various approaches to managing conflict in the context of their organisational cultures



Course Content

Exploring Conflict

- How does conflict develop?
- Causes of conflict
- Is conflict necessarily undesirable?
- Benefits of conflict

Conflict in Action

- Interactive exercise

Existing Approaches

- Jointly develop a conflict management model
- Questionnaire to discover preferred approaches Jointly develop a conflict management model.

Intervention Styles

- Potential intervention styles
- Innovative feedback approach.

Personal improvement planning

- Review current approach
- Plan improvements

