

Conflict Management & Resolution

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.

Generally, the majority of our communication and relationships should run smoothly. However, there are times when we are placed in difficult situations or have to handle difficult people. This course examines the more difficult or complex people and situations and how we can address issues whilst at the same time maintaining good relationships. It gets the delegates to reflect on their own personal styles and how they work with others. It focuses on how to influence and to maintain control in a positive way.

To enable this to happen we need a range of tools and techniques that we can use to be effective. The course provides these tools. Throughout the course delegates will practice the skills taught and go away with an Action Plan, identifying how they will implement their important issues.

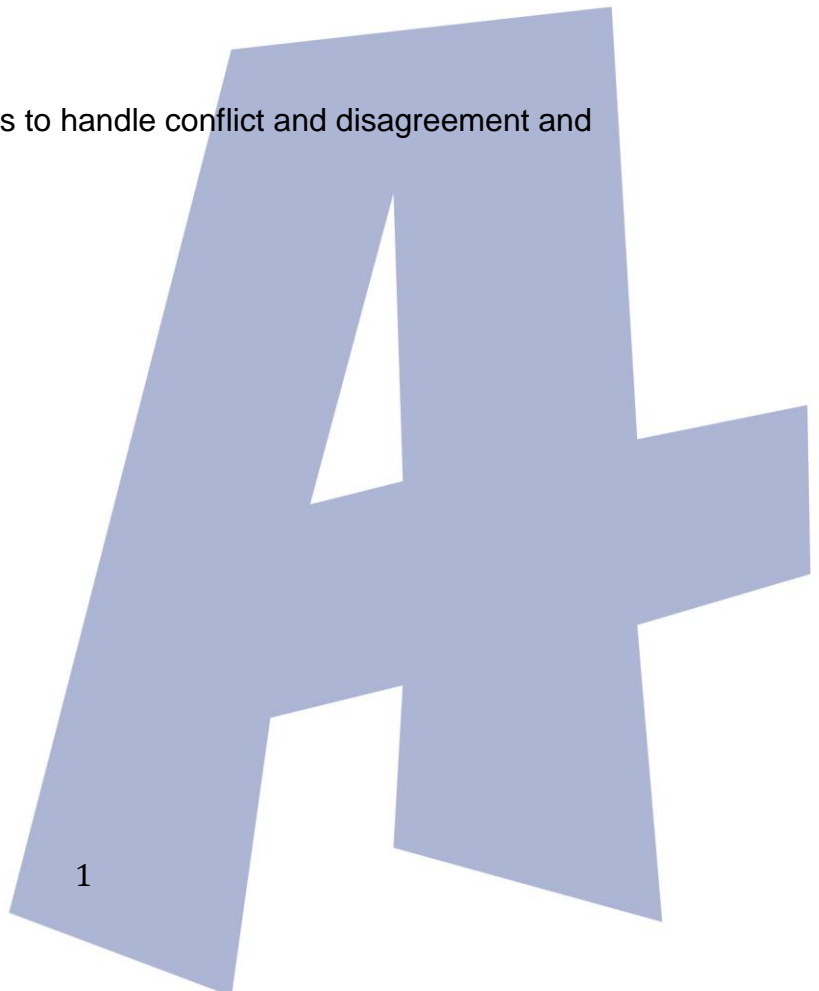
Who will the course benefit?

Staff members who wish to review how they deal with conflict and work place disagreements.

Course Objectives:

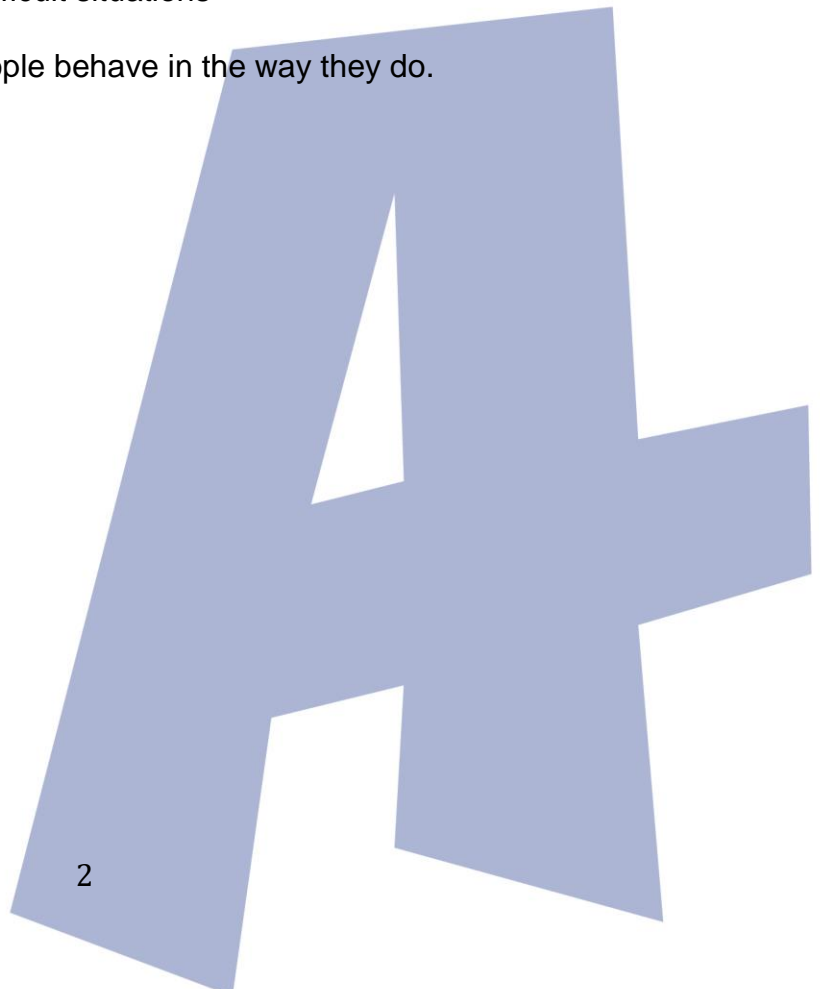
To provide the skills and techniques to handle conflict and disagreement and to provide resolution.

Course Duration: 2 - 3 days



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
- Apply influencing skills in difficult situations
- 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
- Understand types of behaviour and how to address unproductive attitudes.
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- Apply influencing skills in difficult situations
- Understand why certain people behave in the way they do.



Course Content

Exploring Conflict

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

Understanding behaviour

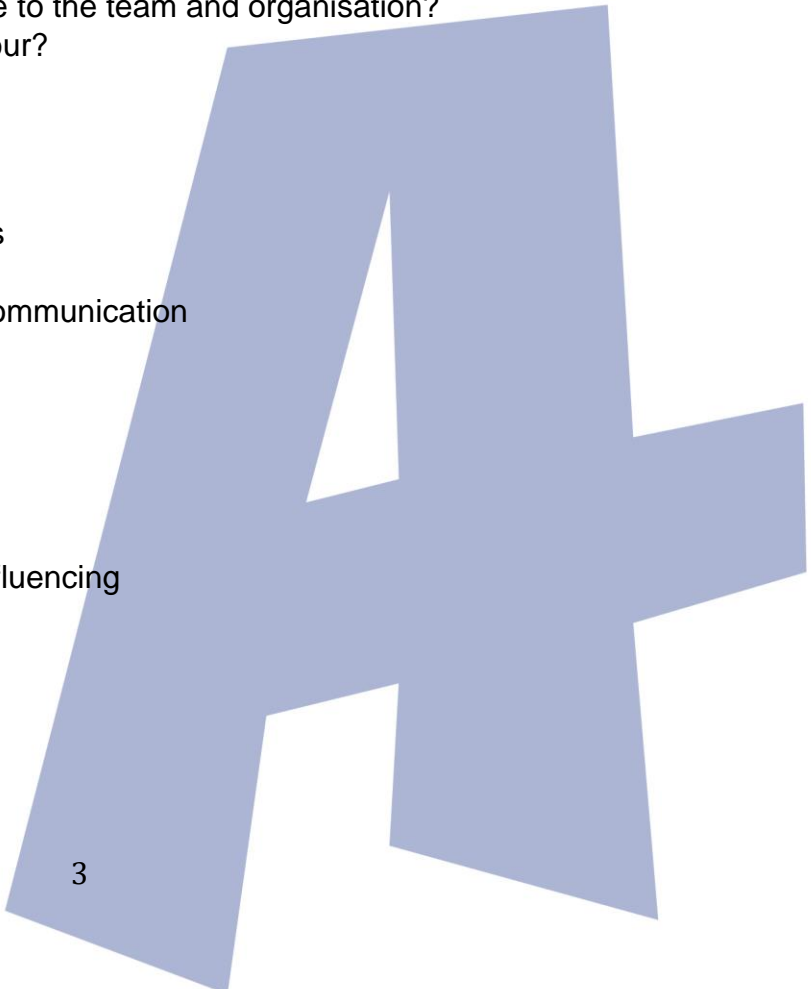
- Types of behaviour
- Personal style
- Understanding behaviour
- Exploring each of the profiles and understanding key drivers
- Identify personal strengths
- Relating to others under two conditions - calm and conflict
- Taking stock of motivational values
- Improving relationships with others
- What drives and directs behaviour
- Why others feel differently about common issues and adopt different behaviours
- How we handle conflict and modes of conflict
- How can I increase my value to the team and organisation?
- How can I adapt my behaviour?

Managing Difficult Situations

- Forms of control
- Characteristics of individuals
- Handling difficult individuals
- Handling teams and team communication
- Types of Games

Influencing

- Influencing
- Avoiding manipulation
- Styles and techniques for influencing
- Diagnosing Influencing
- Gaining an insight
- Influencing Tactics



Existing Approaches

- Jointly develop a conflict management model
- Questionnaire to discover preferred approaches
- Jointly develop a conflict management model.
- How does conflict develop?
- Causes of conflict
- Is conflict necessarily undesirable?
- Benefits of conflict
- Positive and negative outcomes
- Conflict management model

Intervention and Resolution

- Potential intervention styles
- Innovative feedback approach.
- Personal behaviours
- Conflict behaviours and resolutions
- Stating the facts
- Addressing the behaviour and not the person
- Communicating a difficult message
- Understanding their response
- Reframing
- Using SDI to reflect
- Ensuring that conflict does not move to stages 2 and 3
- Understanding their position and state
- Controlling our emotional response
- Getting our message right
- Establishing outcomes and objectives
- Looking for the positive
- Support and guidance

Personal improvement planning

- Review current approach
- Plan improvements

