

### Workshop Overview

So many managers shy away from having tough conversations with employees, but knowing what to say at the right time can help nip conflicts and other issues in the bud. This session highlights how courageous conversations can help resolve workplace conflicts. This Conflict Management workshop has been designed for line managers who wish to learn or enhance their skills in conflict management and resolution. If you are in a role that brings you into contact with other teams or departments, or if you manage individuals where conflict could be an issue then this workshop would be beneficial for you.

#### Who is it for?

This one-day workshop will significantly benefit line managers of all levels who want the knowledge and confidence to effectively manage and turn around potentially negative situations in the workplace in a clear, assertive and constructive manner.

Delivery is through a mixture of methods and involves delegates working in group exercises and discussions. Training is practical and interactive.

#### Aims & Objectives:

This one-day workshop has been designed to introduce practical conflict resolution techniques and strategies that line managers can effectively utilise when managing conflict in the workplace.

On completion participants will have increased knowledge in:

- Understanding the nature of conflicts
- Managing conflict appropriately, professionally and confidentially
- Using a number of conflict management techniques to suit a range of situations
- Avoiding the negative impact of conflict and work towards compromise and resolution
- Learning techniques and tactics for managing conflict
- How to manage conflict escalation
- Dealing with aggressive and negative behaviour
- How to design action plans to apply in the workplace
- The power of open and honest communications when conflict arises
- Understanding the impact of body language

\*\*This workshop can be fully customised to an organisation's needs and specific requirements

*Our training sessions can be delivered on-site or in our training facilities.*

*Each learner will receive a certificate of attendance and course packs to take away.*

For more details and booking please **CONTACT US**

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