

Overview

When conflict and difficult situations occur in the workplace it is vital that they are managed in a professional way so that relationships do not break down.

By developing the ability to obtain positive outcomes from conflict situations productivity can be maintained and need for mediation reduced.

This is important whether the conflict is between team members, customers or suppliers

This practical course will centre on building the professional skills needed to manage conflict and difficult situations in the workplace.

Who Should Attend

The course is useful for Managers, Supervisors or Team Leads who want to be more professional when dealing with conflict or difficult situations at work.

The course will also benefit anyone likely to experience difficult situations with customers or colleagues.

Attendees will learn how to:

- Be more confident and controlled in difficult situations
- Use models and techniques to better manage conflict and difficult situations
- Recognise their own approach to conflict in order to better manage potential conflict

Content

Understanding Conflict

- Sources of Conflict
- Common Features of Conflict
- The Cycle of Conflict
- Recognising Workplace Triggers
- Understanding Perceptions, Interests and Needs
- Emotions and their Impact

Resolving Conflict

- The Options - Considerations and Consequences
- The Impact of the Conflict Structure
- Addressing Interests and Needs (The Iceberg Model)
- A Managerial Mediation Approach

Responding To Conflict

- Identifying Your Default Response Style
- Understanding What Triggers You
- Being Assertive and Staying in Control

Duration	1 Day
Fee	£ 350 € 510
Dates & Location	beckinridge.com/schedule
On-Site Courses	Contact us to have this course delivered on-site or tailored to your needs