

Managing Conflict

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Training Module

Duration: 2.5 hrs (A.M. or P.M.)

Delivery Methods: Microsoft Teams / Face-to-face

Who Is This Training For?

- All senior or strategic leaders
- Existing or aspiring leaders / managers who lead teams
- Any team member who regularly interacts with others, who wants to be better placed to pre-empt and deal with conflicts as they arise
- Anyone wishing to be a better all-round communicator

Course Description

We're real people, with real feelings, and real opinions. It's a fact that sometimes, because we are human beings, there are differences of opinion. The reality is that challenge is healthy, and if we didn't have it, we'd never really move forward.

However, there's a clear difference between healthy challenge, and conflict, which can, and will, happen in the workplace. Nobody comes out on top, really, and it can often leave us with quite a few negative thoughts, and demotivate us in the tasks we have to complete.

This course is designed to help you better place yourself to not only recognise the potential triggers of those conflicts, but also provide you with food for thought regarding the different types of people you might come across, their reasons for being objectionable, and what you can do to avoid those scenarios

The aims are:

- To identify common causes of disagreements or conflict in the workplace
- To understand the science behind behaviour during confrontation
- To understand possible states of mind when faced with problems or conflicts
- To develop our personal toolbox for dealing with conflict
- To leave better positioned to manage our own feelings during confrontation

Benefits Of Attending

- Better collaboration between team members / teams themselves
 - Better placement to deal with conflict as and when it arises
 - Better understanding of the states of mind that exist before, during and after a confrontation
 - More time for leaders and managers to be strategic, instead of fighting fires
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