

Hands-on course , 2
day(s)
Ref : GDF

Pre-requisites

Anyone who wishes to learn how to deal with difficult relationships or different work practices. Managers who wish to develop their people skills, with a particular emphasis on dealing effectively with individuals.

Next sessions

Managing conflicts at work

OBJECTIVES

Conflict in the workplace is inevitable from time to time, and it can have a detrimental effect on personal and team performance unless it is managed well. This course offers strategies and tactics that can be used to manage conflict effectively. You will be shown different ways of handling conflict, as well as tips on how to resolve specific complex situations. You will also explore your own role in creating a positive work environment to minimise conflict within your team. By the end of the course you will be able to: Understand conflict development/resolution. Understand how to get to the root cause of difficult behaviour. Distinguish between aggression, assertion and submission. Handle a variety of everyday confrontational situations. Feel more comfortable in confronting people and emotions rather than avoiding them.

1) What is conflict?

2) Conflict at Work and what it says

3) Consequences of Conflict

4) Willingness to Resolve

5) Managing Emotions

6) Building Positive Relationships

7) Managing and Resolving Conflict

8) Working with Others to Resolve Conflict

1) What is conflict?

- The symptoms.
- From discomfort to crisis, how conflicts escalate.
- Recognising conflict and potential triggers when they arise.
- Underlying causes of conflict.
- Issues, behaviours and feelings.

2) Conflict at Work and what it says

- How conflict manifests itself.
- What conflict tells us about an organisation?
- When conflict is positive.

3) Consequences of Conflict

- How we are affected by conflict.
- The impact of conflict on the organisation.
- The cost of conflict.

Exercise

Analysis of workplace conflicts and their origins.

4) Willingness to Resolve

- Diagnosing who is the problem.
- Why people over-react and are unwilling to resolve problems.
- Identifying your own blockages and what to do if you are the source.
- Managing people who do not seek a resolution.

Exercise

Identifying your preferred style and adapting your approach to suit the situation.

5) Managing Emotions

- Dealing with anger and stress.
- Keeping your emotions at bay, especially when others are upset.
- Strategies to minimise hostility and defensiveness.

6) Building Positive Relationships

- Building trust and respect to keep relationships positive.
- Reframing the perceptions of others.
- Establishing and recognising what is important for others.
- Confronting difficult situations constructively.

7) Managing and Resolving Conflict

- Self-awareness and personal prejudices.
- Encouraging greater openness from others.
- Individual reactions to conflict.
- Emotional triggers.

8) Working with Others to Resolve Conflict

- Reality check.
- Positions and interests.

- Joint problem solving.
- Defusing tensions.
- How mediation works.
- The stages of mediation
- Conflict management strategies

Exercise

We use a number of training methods including role-play, video, audio, workshops and group exercises to enhance the learning process.