

## **Conflict Management training - 1 day**

**Conflict can have a positive effect, but left unchecked, the dangerous results of conflict can include damaged relationships, destroyed creativity and productivity, lost commitment and wasted resources.**

By taking a number of conflict management tools, techniques and theories and putting them into practical situations, this Conflict Management training course aims to turn conflict into a productive force.

### ***Conflict Management Training Course Objectives:-***

After completing this Conflict Management training course, delegates will be able to:

- identify exactly what conflict is, why it arises and how it can be utilised for maximum benefit;
- recognise the various stages of conflict and preventing them from escalating;
- deal with conflict with a greater awareness of the conflict management style of themselves and others;
- utilise a variety of methods for managing conflict successfully;
- invest less time and energy in conflict and creating more productive relationships with others.

### **Conflict Management Training Course Content**

- Defining Conflict
- Conflict generation exercise
- Definition of conflict
- Causes of conflict at work and socially
- Finding common ground
- Stages in Conflict
- Establishing the 5 stages of conflict
- How can we stop conflict escalating?
- Changing our understanding of the situation
- Personal Conflict Handling
- How others view our conflict handling style
- Using the styles to minimise conflict
- Conflict Management Techniques
- Reviewing our current conflict situations
- The need to become more assertive
- Learning to say 'No!'
- Personal power
- Transactional Analysis
- Seeing conflict from various points of view.
- Personal Improvement Plan
- Review of our previous approaches
- Review of the key messages on conflict management
- Plan a different approach with actions for the future