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**silicon
beach**
TRAINING

Conflict Management

Duration: 1 day

Prerequisites

There are no prerequisites for this course.

This Conflict Management training course provides a wide range of conflict management tools, techniques and theories and puts them into practical situations. This course aims to turn conflict into a productive force. 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.

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 and preventing it from escalating
- Have 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

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

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