



# Conflict Management

A one day, 5 star rated course from the training experts



# Conflict Management Course

On this 1 day course you will learn different strategies for managing conflict effectively, in order to build stronger relationships and minimise the negative impact on performance and productivity.

Workplace conflict can appear in many forms, from personality conflicts between employees to an employee and supervisor issues.

Successfully managing conflict is one of the most important skills that you can learn and develop.

Some people seem to have an inherent understanding of what causes conflicts and how to resolve them quickly.

For others, however, it's much harder and they need to learn the skills of conflict management.

## What you will gain:

- ✓ An understanding of the different types of conflict that exist in the workplace
- ✓ A range of techniques to help deal with the types of conflict
- ✓ A long-term strategy for dealing with the types of conflict, confidently and effectively

Our interactive practical courses and learner centred approach, combined with small class sizes, provides the very best learning environment

## Who should attend?

Anyone who experiences or has experienced workplace conflict between another colleague or colleagues that they manage.

People who want standard mechanisms for dealing with conflict in a timely manner, so that they can minimise the effects within the organisation

## Price and Venues

Manchester Science Park: £295 + VAT

Liverpool & Leeds: £345 + VAT

(We offer group discounts)

## Private & One to One courses

We offer private and one-to-one courses throughout the UK. Please email or call us with your preferred venue, number of delegates and any requests.

Google

5.0 ★★★★★

No more than 6 Delegates

5 Star Rated courses

Practice led learning

3 months online support

Lunch & refreshments provided



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## COURSE OUTLINE

### Conflict Management Course Objectives

- Understand what conflict is and how it can escalate within the workplace
- Identify the five most common conflict resolution styles, and when to use them
- Appreciate how to deliver information positively through effective face-to-face communication skills
- Establish effective techniques for timely intervention strategies
- Build staff trust and morale when dealing with situations of conflict
- Develop your ability to manage conflicts confidently in order to enhance productivity and performance

### Conflict Management Topics

- Defining conflict in the workplace
- Positive and negatives of conflict
- Three types of conflict
- Opens V's hidden conflict
- Conflict resolution style questionnaire
- Conflict resolution principles
- Facilitating conflict process
- Assertiveness techniques
- Making an intervention
- Three steps to successful intervention
- Dealing with resistance

### How to book

To reserve your place on our Conflict Management course, simply pick your preferred date from our website and send us an email or give us a call.

Or if you prefer, we offer private and In-House training on request.

Email: [info@mtraining.co.uk](mailto:info@mtraining.co.uk)

Call: 0161 226 6032

Or visit: [www.mtraining.co.uk](http://www.mtraining.co.uk)

We offer group booking discounts for two or more delegates.

