



Conflict Management Course

A 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.

Introduction

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

On this course 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 and a long-term strategy for dealing with the types of conflict, confidently and effectively.

Who would benefit from this course?

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

Classroom & Virtual Classroom Courses

We offer this course as a classroom based course and as a live, interactive online course.

Our classroom courses are run as public courses at the venues shown below or as a private course anywhere in the UK.

Our online Virtual Classroom courses are available for people anywhere in the world with internet access. You will be able to see the trainer, their screen, be able to chat and ask questions, just like on our regular classroom courses.

No More Than 6 Delegates

5 Star Rated Course

Practice Led Learning

3 Months Online Support

Lunch Provided

Detailed Course Notes

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

Google

5.0 ★★★★★

Jane was a fantastic trainer. She listened to my objectives, and tailored the [Conflict Management] course to suit my specific needs. I can now go forward into work and utilise my new skills.

Amy Robinson,
Shoosmiths LLP

Public Course Venues and Prices

	1 Delegate	2 Delegates
Manchester:	£295 + VAT	£495 + VAT
Online	£190 + VAT	£320 + VAT

Private & One to One courses

We offer private group courses and one-to-one courses throughout the UK from £690 and Online From £190 (half day). Please email or call us with your preferred venue, number of delegates and any requests.





Conflict Management

Course Outline

This course will teach you how to handle conflict in the workplace more effectively

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

Course 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

Motivating Others

To book please see next page

Google

5.0 ★★★★★

Very useful and engaging content.

Well delivered and thought provoking.

Sam Hall
Jet2

For private courses the course content can be adapted to suit your requirements. Please contact us to discuss your requirements.





Conflict Management Course

Why Choose M Training's Conflict Management Training Course

- Run by a specialist Trainer with over 10 years experience in running conflict management courses
- This course is limited to 6 places so you are guaranteed personal support throughout the day
- Fully CIPD Qualified trainers
- From Only £295 + VAT per delegate
- Convenient location in Manchester and online.
- We provide one to one and private group courses throughout the UK
- Course notes and support material
- Lunch & refreshments provided
- Certificate of achievement

Private and One-to-One Courses

One-to-one and private group courses are available from £690 for a one day classroom course and from £190 (half day) or £350 (full day) for a private online course .

These courses are ideal if you cannot make one of the set course dates or if you want a more advanced course or different course outline/focus.

One-to-one and private group courses can be run anywhere in the UK, at our Manchester office or via Virtual Classroom online.

How to book

To reserve your place on our 1 Day Conflict Management course, Simply pick your preferred date and book on our website, send us an email or give us as call.

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

Email: info@mtraining.co.uk

Call: 0161 226 6032

Or visit: www.mtraining.co.uk

We offer group booking discounts for two or more delegates.

Excellent, the [Conflict Management] course has highlighted areas of improvement needed in the business.

Lydia Fay
John Hogg Technical Solutions Limited