

Creative Conflict Management

What's in it for you?

This course is designed to help delegates deal with conflict arising from the nature of today's fast moving and results-focused organisations, where staff are driven towards immediate responses and results. The workshop is also ideal for participants who manage a team where conflict has arisen and you want to turn that conflict into a positive energy working towards improved performance.

What you will get out of it

By attending the course you will:

- Clearly understand conflict situations which cause particular difficulty and analyse the causes of such difficulty.
- Consider the potential barriers that prevent people from dealing effectively with conflict and work on overcoming them.
- Develop and practise key skills of managing conflict.
- Be able to develop appropriate strategies and behaviours for dealing with a range of potential conflict situations.

Key Themes

- Repairing poor working relationships and overcoming personality clashes.
- Approaches to resolving conflict.
- Techniques for pre-empting, managing and resolving conflict.
- Overcoming individual barriers to resolving conflict.
- Developing long term strategies for conflict resolution.
- Learning to walk in the shoes of the 'other' person.

What's Involved

The course offers a variety of controlled situations in which conflict resolution can be practised but also have some fun whilst working on conflict scenarios. Considerable emphasis is placed on participation and constructive feedback. Delegates will be encouraged to bring to the group real work-related issues for exploring and resolution. Short tutor inputs are used to supplement the practical activities.

“Never wrestle with a pig – you get dirty and only the pig enjoys itself” MARK MCCORMACK