Conflict Management Course

With this training course in conflict management, your team will learn how to resolve conflict in the workplace, manage and resolve disputes, mediate with colleagues and build trust in your team. Promote harmonious team-working with this conflict management training.

What You'll Learn

During this course in managing workplace conflict, your team will know:

- The five possible strategies to conflict management.
- How to choose the appropriate strategy for common scenarios.
- How to manage their emotions and develop their emotional intelligence.
- How to prepare and manage difficult conversations.
- How to avoid a blame culture.
- How to effectively resolve conflict within teams.

From "how can I avoid conflict?" to learning strategies for common workplace scenarios, to building the confidence to conduct a difficult conversation with a colleague, every activity is featured to develop a culture of resolving and managing conflict within your team.

Following this course, your team will have the knowledge and confidence to manage their emotions, become more self-aware and know effective strategies for managing conflict across common scenarios.

"Very positive – every staff member got something out of the session and will be changing some form of their communication going forward. The materials were good and easy to follow and there was a good variety of content.

Lois was excellent – immediately putting the group at ease and keeping things moving nicely." Manager, UCFB Wembley

“I have received feedback from everyone who attended. All said they would highly recommend it and found it very useful. Everyone also mentioned that the trainer was excellent!” Office Manager, The Hub
Your Conflict Management Training Activities

Workshop exercises on how to manage conflict within a team and improve productivity. Practical and engaging elements to practice resolution strategies and developing self-awareness, led by a professional and highly-skilled trainer.

Introduction: Can Conflict be Managed?
An understanding of what emotional intelligence is and why it is an important skill in the workplace.

Managing Emotions: Awareness of Self
Participants learn to understand how their emotions determine their behaviour whilst learning effective strategies to manage their emotions effectively.

Conflict Anatomy: Conflict Debunked
This exercise will explore the main stages of conflict whilst encouraging learners to describe what conflict looks like in the workplace.

At the Restaurant: Resolving Conflict Across Teams
A group exercise to demonstrate how destructive a blame culture can be whilst encouraging learners to develop empathy as an approach to resolving conflict. Teams are given specific tasks in a restaurant under new management and seek to work through solutions using empathy, questioning and collaboration.

5 Strategies to Managing Conflict: Choosing an Appropriate Style
Team members learn multiple strategies for resolving conflict and when it is appropriate to employ each strategy. There are 5 conflict resolution strategies of accommodating, avoiding, compromising, competing, and collaborating.

Managing Difficult Conversations: We Need to Talk
You will learn your personal triggers and be able to identify situations that trigger happiness, fear and anger.