

Conflict Resolution



Confidently manage, resolve and where possible prevent conflict by using a proactive positive approach.

Who is it for?

For those managers and professionals who would like to consistently achieve positive outcomes from negotiations and/or conflict situations.

Overview

Conflict is not a bad thing. However, the way that individuals and organisations deal with it (or fail to deal with it) often is. Resolving conflict requires the use of effective communication skills, assertive behaviour, problem solving and negotiating skills. The aim of this workshop is to develop self awareness, communication and interpersonal skills in managing, resolving and where possible preventing conflict.

Workshop Objectives

- Identify personal challenges in managing difficult people and acknowledge a key area for personal development.
- Apply a personality profiling model to assess people objectively.
- Recognise personal style in negotiating and dealing with conflict.
- Identify and manage the behaviours that trigger conflict.
- Practice effective communication skills to enhance listening and understanding.
- Confidently assert self.

Investment

Total investment for this one day workshop is £180 per person. Alternatively, this workshop can be delivered internally to your organisation for a total investment of £1154, irrespective of how many delegates from your organisation attend. This cost includes all relevant materials but excludes any costs associated with the venue.

ilm Accreditation (optional)

For an additional investment of £59.00 per person, and on successful completion of this workshop and associated action plan, the Institute of Leadership and Management will acknowledge the participant through the Development Award and twelve months ilm membership, which includes access to online support materials, study guides and career development support.

If you are interested in arranging a training workshop for yourself, or your organisation and would like further information please do not hesitate to contact us at:

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