

Conflict Management

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What is it all about?

To benefit individuals, teams and the organisation by providing delegates with the understanding and ability to manage conflict in the workplace. Using a variety of training methods including short lectures, exercises and role-plays; this seminar is designed to be highly informative, interactive and relevant to the every-day working situation.

How long?

1 day

Who should attend?

Anyone faced with conflict situations

What will you learn?

- Understand why conflict is inevitable
- Realise that not all conflict is negative
- Learn your own preference for coping with conflict
- Be aware of other coping mechanisms
- Understand the importance of non-verbal communication
- Be able to distinguish between aggression, assertion and submission
- Know how to manage conflict with both internal and external customers
- Have developed the skill to handle a variety of everyday confrontational situations

**For more information, or to book your course, please call Sense IT on 0870 4296445
Or visit our web site –www.sensetraining.co.uk**