

Conflict Resolution



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What is it all about?

Conflict can have a devastating effect - on productivity, morale, teamwork and ultimately your organisation. This seminar does not promise an end to all conflict. That is impossible. But it will give you a proven approach and the relevant skills you can easily use whenever conflict does arise. You will also gain an insight into how conflict can produce positive change, lead to unity and promote collaboration.

Give a clear insight into the root causes of all forms of conflict, an understanding of how conflict manifests and how to begin to resolve it

- See and understand why conflict happens
- Know how to manage and resolve interpersonal conflict
- Recognise the signs of conflict emerging in a team situation
- How to mediate in a conflict situation
- Identify and deal with behaviours which trigger and escalate conflict

How long?

1 day

Who should attend?

Team leaders, managers and supervisors who facilitate group process. Any one who has the task of resolving conflict or disputes. Those in conflict with others who wish to find solutions.

What will you learn?

- Recognising and Understanding:
- The seven home truths about conflict
- The two primary reasons why conflict occurs
- How to spot the red flags which indicate conflict is brewing and what you can do to prevent escalation
- Dissolving and resolving:
- Seven steps to co-operative resolution
- Five essential rules for open communication
- Proven ways to prevent conflict from escalating
- Separating the person from the problem - what it really means and how to do it
- Mediating in a conflict situation
- Behaviours and Barriers:
- How to confront people in a way that minimises defensiveness and hostility
- The secrets to controlling your own anxiety, anger and fear in a conflict situation
- How to use the power of influence to overcome obstacles
- How to build trust and respect

**For more information, or to book your course, please call Sense IT on 0870 4296445
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