

# Conflict Management

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## Description of Course

It is possible to approach conflict to reach a win/win and a successful conclusion for all involved. This course will focus on how to end participant's conflict situations quickly, cost-effectively and with as little discomfort as possible.

This session will provide the delegates with the skills, knowledge and awareness necessary to display a positive approach to conflict handling.

## Course Objectives

By the end of this course delegates will be able to:

- Define conflict and how to identify it
- Explain positions and interests and why conflict is so hard to resolve
- Identify the stages of conflict and the five methods of dealing with it
- Follow set approaches to dealing with conflict

## Aimed at:

Conflict is an inevitable part of our lives. Whether we are part of the conflict or merely an observer, its effects can have a real impact. Learning to manage conflict is a positive skill, which empowers and creates confidence. It can also improve relationships, save money and ultimately increase productivity. This conflict handling training course is effective for all those who deal with conflict, which really means everyone!

## Duration of Course

1 day

# Course Outline

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**What is conflict?** - Helping participants to understand and appreciate how conflict occurs, whilst reviewing their own experiences.

**How to spot conflict** - Looking at the tell-tale signs and the more predictable behaviours inherent with conflict.

**Why conflict can be difficult to resolve** - A look at the behavioural aspect of conflict. How our desires drive our behaviour and what this means.

**Positions and Interests** - A further exploration of how people focus on positions when in fact working on interests can produce better results. Supported by an excellent training game.

**The stages of conflict** - Plotting the typical path that a conflict follows and relating this to participants' own experience.

**The five methods of managing conflict** - Exploring the methods individuals use to manage conflict, which are: Avoiding, Accommodating, Forcing, Compromising, Collaborating.

## Resolving conflicts you are involved in:

- **Skills required** - Identifying and discussing the key skills.
- **Conflict resolution model** - Following a set method of resolution.
- **Personal conflict situation** - Applying skills to a personal situation.
- **Negative responses** - Dealing with typical responses.

**Practice** - An opportunity to demonstrate and practice in a safe environment.

**Resolving conflict between others** - How to manage the process of helping others resolve conflicts without becoming too involved.