

Conflict Management Skills for Managers

Aim

The aim of this course is to equip managers with the understanding, techniques and skills to manage conflict.

Context

Unresolved workplace conflict and interpersonal difficulties have a negative impact on individuals, team- dynamics and business performance. Conflict in the workplace can be extremely costly in terms of time, money and staff turnover.

Conflict at work can be avoided or defused by strong leadership. Managers need to act swiftly and effectively. This course will introduce a range of new techniques, strategies and methods to manage conflict. Learn how to deal with different personalities and adapt your approach to get the very best outcome. As a manager it is important that you understand your own responses so that you can catch situations 'up-stream' and defuse them before they escalate. Managers who lead and inspire, who are sensitive to the needs of their team, will avoid much of the potential conflict in the workplace.

Key Learning points

- Identify your communication style when dealing with conflict
- Establish and maintain the trust and confidence of your staff
- Pre-empt and handle difficult situations
- Motivate employees and ensure they realise their true potential
- Understand what's getting in the way for you!
- Think like a 'mediation expert'
- Understanding personality types and behaviour styles
- Address the behaviour and not the personality
- Handle your own emotions first
- Turn 'battles' into constructive conversations.
- Overcome fear of conflict and confrontation
- How to manage bullying & harassment
- Recognise when conflict is brewing and nip it in the bud
- Work through disagreements step by step
- Use key language skills that will have the most impact for connection and co-operation
- Avoid the common mistakes when you are faced with conflict
- Know what to do if someone gets abusive during an interaction
- Act assertively to define and hold your own boundaries
- Achieve desired outcomes

Course Programme

The course is participative and involves discussion in small groups, facilitator input and the use of real examples as learning tools. Talk and chalk is kept to the bare minimum and participants take away action plans to implement into their area of responsibility.

Accreditation - Blue Concept Training Certified Course

Course ref: # 0018