

Conflict Resolution

'Finding a Positive Outcome'

A One Day Course run by Catalyst Training

The purpose of this course is to enable participants to enhance their skills and effectiveness in managing conflict. It allows them to look at the sensitive subject of how to manage difficult situations and grievances in a controlled and professional way. The focus will be on working towards building a portfolio of techniques that may be applied to deal with these situations in a constructive manner.

Who will benefit?

Managers and those needing to become proficient at handling conflict within the workplace.

Course objectives

By the end of the course you will be able to:

- Understand how conflict can develop
- Recognise early indicators of conflict
- Realise the cost of conflict to a business
- Overcome obstacles in the conflict resolution process
- Confidently and effectively address conflict between individuals and groups
- Explore appropriate solutions to conflict at work

Course content

What is conflict?

- Definitions and levels of conflict
- Causes and triggers of conflict
- Recognising behavioural signs of conflict

The Resolution

- Methods of conflict resolution
- Effective communication techniques
- Appropriate use of third parties

Impacts on the workplace

- Effects of conflict in the workplace
- Obstacles to a conflict resolution

Method

A collaborative approach will allow the participants to work together to identify ways of resolving conflict. Through discussions, exercises, case studies and role-plays individuals will explore new ideas and practise skills. They will have the opportunity to evaluate themselves and their own personal style and recognise where and how they can improve on their performance. Action plans are completed to help transfer knowledge from the course into their workplace.

Feedback from previous participants on this course:

"Excellent course materials, well structured course"

"Enjoyed the course – found the facilitator very good in delivering the training"

"Very enjoyable – food for a good deal of thought"