



Conflict resolution

A manager's ability to communicate, mediate, and find sustainable solutions is paramount to fostering a harmonious and productive work environment. In this course designed for managers at all levels, participants will learn skills for effectively navigating and resolving workplace conflicts.

Around 2 hours • Face-to-face or virtual • Typically 4-15 participants • Supported by course notes • Interactive

Key course elements

The causes of and responses to workplace conflict

- Understanding different triggers, from scarce resources and miscommunication, to differing values and beliefs
- Understanding natural responses to conflict and identifying the best approach

Key skills in Conflict Management

- Active listening – the barriers and how to develop our listening
- Emotional intelligence, questioning and clarification
- Problem solving, mediation and negotiation
- Building an open environment

Key steps to Resolving Conflict

- A blueprint for resolving conflict
- Bringing the conversation back on track
- Creating win-win solutions and cementing agreement

Participants will learn to...

- Understand the key causes of conflict and identify opportunities to head off conflict before it happens
- Identify their own response to conflict
- Develop key skills required for conflict management
- Understand how to fully define the issues before moving towards a solution
- Build a step-by-step process for handling conflict when it arises
- Establish practices that encourage open communication and an environment of psychological safety to reduce the chances of future conflict

BiteSize Learning

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