

One Day Development Workshop RESOLVING CONFLICT RATIONALLY AND EFFECTIVELY

WORKSHOP OUTLINE

Overview

This workshop is for anyone who is keen to know more about understanding and managing conflict in the workplace.

At the end of the workshop, you will be able to:

- Recognise conflict and what it is and what it is not
- Recognise the signs of conflict and aggression
- Deal with difficult people
- Understand strategies for managing and resolving conflict

Programme

9.30am	<p>Welcome & Introductions</p> <p>Understanding Conflict</p> <ul style="list-style-type: none"> • The ingredients of conflict • Positive or negative? • Feelings involved in conflict • Recognising the signs • Organisational and personal conflict • 'Difficult' people <p>How to tackle conflict</p> <ul style="list-style-type: none"> • Making a distinction between the person and the problem • Which approach? Avoidance; Accommodation; Competition; Compromise; Collaboration
12.30pm	Lunch
1.15pm	<p>Clear, straight-forward communication</p> <ul style="list-style-type: none"> • Listening skills • Saying 'No' • Managing body language • Taking a respectful and assertive approach <p>Strategies associated with successful conflict resolution</p> <ul style="list-style-type: none"> • Develop your ability to look at the conflict from the outside • The 'I' message • Being willing to forgive and forget • Be honest <p>What Next? The Way Forward</p> <ul style="list-style-type: none"> • What will it mean to your working life? • Agreeing an action plan
4.30pm	Finish

Methodology

The workshop will be delivered by a combination of the following:

- Workbook style course notes
- Group discussion and practical exercises

We look forward to welcoming you



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