

Conflict Management

In a business world of flatter structures and less clearly defined areas of responsibility, the potential for conflict is rising. Therefore, it is imperative that managers and professionals increase their effectiveness in handling conflict.

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

- describe how conflict and organisational tension can be bridled in pursuit of success
- aid the problem solving process by increasing understanding of emotions
- handle conflict confidently and positively

The course includes:

- recognising sources of conflict
- strategies for dealing with conflict situations
- understanding reactions and emotions
- enhancing the individuals responses to conflict
- the positive aspects of conflict
- effectively handling different personality types

- strategies for objectivity and motivation in the face of unresolved conflict
- practising conflict handling skills in a low risk environment

This course is suitable for anyone who wants to develop a better understanding of the dynamics of conflict and who wishes to enhance their skills in this challenging area.

Duration: 2 days



The Island Partnership

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