

Resolving Differences and Conflict

Maximum Participants: 16

Duration: One Day

Timings: 09:30 – 16:30



Suitable for

For anyone dealing with differences, difficult dynamics and conflict through their work (whether this be with colleagues, customers or clients/service-users).

Aim

To provide those who occasionally handle conflict with a clearer understanding of how conflict arises. You will discover the theory of conflict, different conflict management styles and strategies to deal with it.

Learning Outcomes

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

- ⇒ Define conflict and be aware of your feelings in response to differences and conflict
- ⇒ Recognise how different perspectives can impact on our approach to conflict
- ⇒ List the common causes of workplace conflict
- ⇒ Describe fears and symptoms around conflict and avoiding conflict
- ⇒ Use a set of tools and strategies to deal with and manage conflict positively in the workplace
- ⇒ Explain how group dynamics, behaviour and communication differences can lead to conflict

You will also leave the course with:

- A sense of achievement
- A Personal Action Plan to take your learning further
- A toolkit of techniques and practical ideas for releasing your potential

Training Style

All courses are interactive, using diverse participatory, 'brain-friendly' training methods including: exercises; games/quizzes; handouts and workbook; small/large group discussion; skills practice and trainer input.

All courses are accompanied by a **Welcome Pack** (including some essential pre-course activities to prepare for learning) and a **'Bonus Pack'** after the training with additional tools, and follow-up activities to support transfer of learning to the workplace. (*email required)

Other Courses to consider (Visit my website for details of these and other courses)

- ⇒ Dealing with Difficult Behaviour in the Workplace
- ⇒ Facilitation Skills: An Introduction
- ⇒ Grievances and Discipline in the Workplace
- ⇒ Influencing and Persuading Skills
- ⇒ Interpersonal Communication Skills
- ⇒ Managing Change
- ⇒ Negotiation Skills
- ⇒ The Art of Excellence in Customer Care

Mike Phillips Training

Releasing potential through learning and development



"The course should be mandatory for all employees to help cope with situations both in the office and when dealing with clients, carers, family and friends.

Course Participant
Hertfordshire County Council

"Lively presentation and interactive...don't think you can improve it, except may be an extra day..."

Best course I've been on for a long time – very relevant to my work and personal life."

Course Participant
Crisis UK

"Excellent – very interactive, knowledgeable and fun!"

Course Participant
Carers in Hertfordshire



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