

Course Title: Conflict Management

Course content:

- How to develop a positive approach to conflict management and resolution when such situations arise
- Techniques to recognise potential rising conflict and prevent escalation where possible
- Assertiveness techniques that allow us to remain calm, rational and solution focused, even if other parties are not
- Knowing as a manager when to allow team members to work through issues together, even if we are present, rather than trying to solve the conflict situation for them
- The confidence to confront people in a way that minimizes defensiveness and hostility – every time
- Mediation techniques to enable parties to focus on mutual ground and a way forward, rather than get bogged down in the problem, blame and anger

Key learning outcomes:

- Conflict management skills are essential management skills
- To handle others in an emotional state, we need to control our own emotions, have empathy and be solution rather than blame focused
- Allowing others to take responsibility for solving their problems, rather than our moving into 'tell' mode, whenever possible, will increase our chances of managing conflict effectively