



Managing Conflict

1-day programme, 9.30 - 4.30

Workshop

Workshop Purpose

This workshop is designed to enable you to manage and resolve conflict effectively. We also explore the different types of 'difficult people' that are met in organisational life and enable you to develop tactics and strategies for working positively with them.

Workshop Aims

- To appreciate how personality differences can result in conflict
- To review current ideas of how conflict develops and can be resolved
- To identify your preferred conflict handling styles
- To develop skills in handling conflict situations
- To learn about the ten types of 'difficult people' and how to change our interaction with them to enable more satisfactory working relationships
- To develop an action plan to enhance personal skills in dealing with interpersonal conflict

Tools and Approaches

- Quintax® Personality Questionnaire - completed before workshop
- Conflict Management Styles - personal review
- Guided exploration of causes and stages of conflict
- Role play practice to develop skills in conflict management
- Group workshops and discussions
- Workbook and personalised development action plan toolkit

Workshop Outcomes

- Greater understanding fundamental personality styles and their implications for work and organisational life
- Understanding of the causes of conflict, the stages of the conflict process and how to manage and resolve conflict
- Understanding and development of own conflict management styles and skills
- Enhanced skills in working with 'difficult people'
- A focused action plan for improving conflict management skills



Workshop

Workshop Outline

- The Quintax 'Big Five' model of personality - review and reflection
- Personality differences as a basis for conflict - understanding and valuing different approaches
- Defining conflict, stages in the development of conflict
- Using the CUDSA model of conflict management
- Effective listening and questioning
- Asserting your point of view; using the DESC model
- Practising conflict resolution through role play
- Types of difficult people and how to manage your relationship with them
- Completion of conflict management personal development action plan - individual work
- Review & Close

Workshop details

- The workshop is designed for groups of between 6 and 15 participants
- All participants complete Quintax Online (a short personality questionnaire taking 10 minutes or so) and receive a short feedback report before attending
- Workshops run in our public programme at our Manchester training centre or can be held in-company at your own or third-party facilities
- To discuss further and book contact Derek Wilkie or Vicky Edwards on 0161 877 3277

Price

Public programme: £199 + VAT per person (includes all materials, refreshments, lunch)

In-company: up to 8 delegates, £950 + VAT
9-15 delegates, £1250 + VAT
(includes all materials, excludes venue, refreshments and lunch costs)