

# Conflict Resolution for Clinical Teams

Allows a team to develop a shared understanding of the causes of conflict and how to deal with it effectively.

## Overview

Understanding why conflict exists in the workplace and how to deal with it effectively can make a workforce more robust. This training programme enables colleagues to resolve conflict in a timely fashion which can increase productivity and improve the well-being of staff.

Conflict exists in all areas of our life, but at work it can cause anxiety, loss of productivity and stress. This training course gives participants the opportunity to explore how they perceive and react to conflict, and learn how to deal with it in an effective, non-confrontational way. Changing our approaches to situations can dramatically alter the outcome so participants are encouraged to reflect on their own thoughts and feelings around conflict and the best way to deal with difficult situations.

## Key Outcomes

- Develop a shared understanding of the causes of conflict within the workplace
- Understand how we respond to conflict via the use of Transactional Analysis principles
- Understand and develop conflict management techniques
- Develop transferable skills around conflict management that can be used in the workplace

## Course Outline

### Causes of conflict

- Explore the possible causes of conflict within a specific setting

### Understanding our own reactions

- Understand our own reactions to conflict and what impact this can have on a situation
- Explore relationships within teams and individual responses using Transactional Analysis principles

### Develop Techniques

- Learn 'top tips' on conflict resolution techniques that you can use in the workplace

**enableeast**  
making improvements actually happen

This is a completely bespoke course: our trainer will work with you prior to the training to thoroughly understand your organisation and particular issues and develop the course content to match your specific requirements.

**This was really good training with useful tips on how to tackle conflict. I had the chance to think about my own style and how to apply different styles for different situations.**

Course Participant



**Conflicts are an opportunity...**

**...for growth**



## Key Points

- One Day Course
- Our trainer is an experienced clinician able to tailor delivery specifically to a clinical team context
- Contact Enable East on 01206 287543 or email [enableeast@enableeast.org.uk](mailto:enableeast@enableeast.org.uk)