Conflict Resolution for Managers

A positive approach to working through conflict and building on strengths and best practice, enabling employees, teams and organisations to focus on thinking effectively and functioning well.

Overview

If your role in the workplace includes managing people, an important aspect is managing working relationships, including when things go wrong. It takes skill to be able to deal with conflict effectively and use conflict situations as learning, transformational opportunities: if left unresolved, conflict can cost employees and organisations in financial, productivity and well-being terms.

This course starts by acknowledging conflict and its impact. Then, using a positive, generative approach, moves through resolution towards building more engaging working environments and relationships. During this interactive session delegates will be encouraged to learn and develop the skills required in a safe environment, before taking what they have learnt back into the workplace.

Key Outcomes

- Understand how conflict impacts employees, teams and organisations
- Develop skills for successfully resolving and working through conflict situations
- Develop skills for generating positive working environments and relationships

Course Outline

- Explore what conflict means and the 'costs' of conflict
- Examine conflict situations and how they impact employees, teams and organisations
- Outline and explore strategies for resolving conflict
- Develop management and team plans for generating positive working environments and relationships

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making improvements **actually** happen
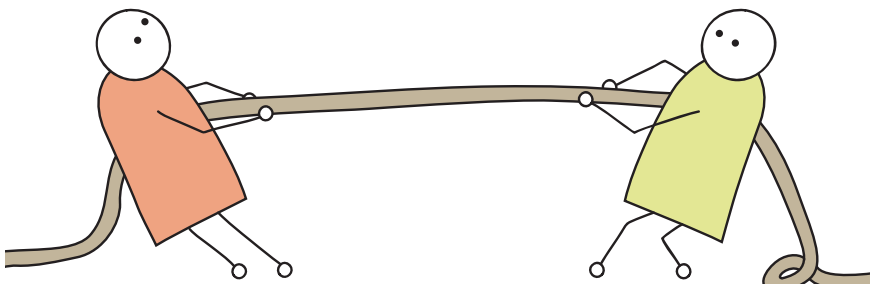
This course is ideal for those currently in management roles or management trainees, as well as existing or new teams who wish to use this training for team development.

We respond to **conflicts** ...

...based on our **perceptions** of the **situation...**

...not necessarily to an **objective** view of the **facts**

"This course provides subtle and alternative perspectives that fundamentally change your understanding and effectiveness when dealing with sometimes all too familiar issues, such as conflict, surrounding employee and organisational performance."

Course Participant

Key Points

- Half Day or One Day Course – depending your employee, team or organisational requirements
- Contact Enable East on 01206 287543 or email enableeast@enableeast.org.uk