

# Dealing with Difficult Situations & Managing Conflict

## 2-Day Programme



When differences between staff are not fully understood the results can have a serious impact on the business, both in terms of financial and relationship costs. In this 2-day workshop, delegates will learn the fundamental skills and behaviours for successfully managing and dealing with a range of conflict situations.

### Do you face any of these issues?

- Do discussions in your organisation often turn into personal attacks if they are not resolved quickly?
- Do you tend to avoid difficult situations and people if you think conflict may arise?
- Are you likely to become frustrated and stressed by not being able to confidently deal with a difficult situation?

### Performance Objectives:

- To be able to deal with conflict as a process
- Reduce the negative effects of not being able to deal with conflict
- To help others in the workplace also deal more effectively with conflict

### Primary Competencies Developed:

- Managing conflict
- Communication skills
- Assertiveness
- Self Awareness

### PROGRAMME OVERVIEW:

#### Defining conflict and its cause

- Syndicate group discussion
- Presentation to plenary

#### Chance or Choice

- Learning about the conflict process
- Using resist, retreat and resolve tactics

#### Identifying causes of anger and how to diffuse it

- Identify the causes of anger
- How to relate to what the individual wants
- The do's and don'ts of defusing anger

#### Assertiveness when dealing with conflict

- The key areas of assertiveness
- The behaviours required to be assertive

#### Conflict Management Scenarios

- In groups of approximately 3 delegates
- Review in plenary

#### Re-cap and Review

- Workshop Evaluation

This course can be run exclusively and tailored to suit your company's specific learning requirements and organisational needs. Costs are dependent on number of days required and bespoke content

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