

Conflict Management

Introduction

Conflict and disagreement are common features of business life and often present challenges to managers.

In this course we explore the difference between disagreement and conflict and how to encourage creative disagreement without letting it develop into hostility and anger.

“Success is more important than winning”

Objectives

By the end of this course participants will be able to:

- Explain how to nurture disagreement and discussion
- Identify why conflict occurs
- Identify triggers to aggressive behaviour
- Explore the needs of people when they are angry
- Explain the dimensions of conflict
- Explain the stages of conflict escalation
- Recognise the signs and symptoms of aggression
- Develop an emotionally intelligent approach to people and conflict
- Plan how to develop their skills and knowledge to handle difficult situations

Content

A sample of what is covered includes:

- What is conflict
- The difference between conflict and disagreement
- How do we feel about conflict?
- The importance of handling conflict in a professional way
- Who conflicts with whom?
- Symptoms of conflict
- Causes of conflict
- Analysis of preferred conflict response styles using the Kraybill conflict inventory
- Managing different conflict situations using Kraybill
- Identifying the different modes for handling conflict
- Analysing different conflict modes
- Skills needed to manage conflict
- Constructive and destructive approaches
- Encouraging healthy differences

- Preventing conflict
- A process for handling conflict
- Action planning for handling conflict

