

## Managing Conflict Training

When a colleague or a customer disagrees strongly with you, what is your first gut reaction? Do you thrill with excitement at the prospect of a good debate, want to pretend it is not happening, or try to achieve a mutually agreed position? This initial reaction influences the way we deal with disagreements and can make the difference between provoking and preventing conflict.

The more we are aware of our natural, instinctive reactions, the better we can manage situations for a positive outcome.

Conflict at work takes many forms. For example; two workers simply don't get on; an individual has a grievance against their manager; rivalry between teams; or simply the lack of trust and cooperation between groups of employees and management.

How do you manage this conflict so that it has a positive rather than a negative impact on your workplace? This will be explored during the course.

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### Who should attend?

Anyone who wants to understand how conflict occurs and be better equipped for resolving conflict. Participants will learn to deal with people they have a difficult relationship with or handle those who have different ways of working.

Aksaa can work with you to design and deliver training programmes which are tailor-made to your requirements.

The fee is £150 plus VAT per delegate or £1500 plus VAT plus expenses, for up to 20 delegates for an in-house course.



### Course objective

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

- Avoid wasting precious energy on feeling negative about a person or situation.
- Learn strategies for handling disagreements and misunderstandings constructively.
- Help yourself and others move on and be productive.
- Get to the root cause of difficult behaviour.
- Acquire influencing strategies that smooth the path to resolution.
- Know what to do faced with 'difficult' behaviour and how to overcome resistance

To find out about our other courses, please check out our website: [www.aksaa.co.uk](http://www.aksaa.co.uk) or contact our offices on 01924 466117..