

Course Title	Conflict Management	Duration	One day	Development
Outcomes	By the end of this training, your delegate will: <ul style="list-style-type: none"> <li>✓ be able to identify different types of conflict ;</li> <li>✓ understand the different strategies for dealing with conflict ;</li> <li>✓ know how to use assertive behaviour ; and</li> <li>✓ understand the use of body language, listening and oral communication.</li> </ul>			
Prerequisites	None			
Session	Aim	Content		
Introduction	To explain the aims of the course and understand particular objectives of individual delegates.	<ul style="list-style-type: none"> <li>◆ Introductions</li> <li>◆ Understand the objectives and the process of the course</li> <li>◆ Agree what outcomes are required</li> </ul>		
What is conflict?	Be able to identify different types of conflict.	<ul style="list-style-type: none"> <li>◆ The elements of conflict</li> <li>◆ Personalities</li> <li>◆ Relationships at work</li> <li>◆ Expectations and work ethics</li> </ul>		
Dealing with conflict	Understand different strategies for dealing with conflict.	<ul style="list-style-type: none"> <li>◆ The cost of conflict</li> <li>◆ Dealing with conflict</li> <li>◆ Morale and motivation</li> </ul>		
Assertive behaviour	Know how to use assertive behaviour.	<ul style="list-style-type: none"> <li>◆ Behaviours</li> <li>◆ The ABC formula</li> <li>◆ Coping strategies</li> <li>◆ Self mediation</li> </ul>		
Communication	Understand the use of body language, listening and oral communication skills.	<ul style="list-style-type: none"> <li>◆ Giving and receiving criticism</li> <li>◆ Addressing hostility and aggression</li> <li>◆ Verbal signs</li> <li>◆ Non-verbal signs</li> </ul>		
<b>Book this course now :</b>				
Cost	Price Code A			
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