

Course Title	Dealing with Conflict	Duration	1 day
Outcomes	By the end of this training, your delegate will have: <ul style="list-style-type: none"> ✓ A greater understanding of what constitutes conflict and why it occurs ✓ Identified appropriate responses to difficult situations ✓ Developed techniques for handling negative emotions, e.g. anxiety, fear ✓ An understanding of how to use effective strategies for dealing with and resolving conflict ✓ Increased their confidence to deal assertively with conflict within the working environment ✓ Set realistic goals for change 		
Prerequisites	None		
Session	Aim	Content	
Introduction	Explain the aims of the course and understand particular objectives of individuals	<ul style="list-style-type: none"> ◆ Introductions ◆ Understand the objectives and the process of the course ◆ Agree what outcomes are required 	
What is Conflict	To know what constitutes conflict and why it occurs	<ul style="list-style-type: none"> ◆ What constitutes conflict? ◆ Identifying individual behaviour styles 	
Handling Negative Emotions	To be able to use techniques and handle negative emotions	<ul style="list-style-type: none"> ◆ Stress and conflict ◆ Thoughts and how they influence behaviour 	
Effective Strategies	To understand how to use effective strategies for dealing with and resolving conflict	<ul style="list-style-type: none"> ◆ Remaining calm and controlling negative emotions ◆ Strategies to manage provoking behaviour ◆ Non-verbal communication and the image we portray 	
Assertiveness	To know how to deal assertively with conflict in the work environment	<ul style="list-style-type: none"> ◆ The assertive option ◆ One-to-one and team conflict ◆ The role of the supervisor/manager 	
Goal Setting	To be able to set realistic goals for change	<ul style="list-style-type: none"> ◆ Tackling interpersonal issues ◆ Discrimination, harassment and bullying ◆ Setting realistic goals for change 	
Book this course now :			
Cost	Price Code A		
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