



*(Noises off. Raised voices down the corridor.)*

## **I see they're at each other again!**

*(Door slams. Footsteps - then silence.)*

# **Managing Conflict**

### **Course Objectives.**

This skills-based course introduces participants to a practical 4-step model to resolve conflict and explores how it can be applied to their current work.

### **Course Content.**

During the day we look at the 4 steps:

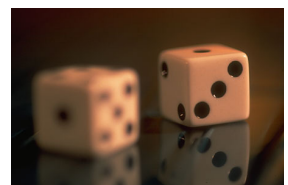
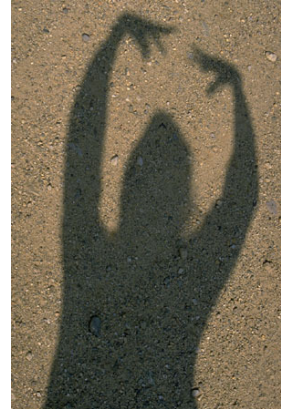
1. Understanding different styles of dealing with conflict
2. Transactional Analysis
3. Four step model for resolving conflict
4. Communication skills practice

There will be a practice session and discussion where delegates will have the opportunity to apply the 4-step model to a conflict issue.

### **Who should attend?**

Management in many positions, may have to deal with conflict in the workplace. Some may refer these problems to a higher level of management. However, being able to help resolve difficult issues between people is a very useful area of skill to have. All staff will therefore benefit from the course.

**Duration:** One day.



development  
partners