



# Course Outline

## Resolving Differences and Conflict

Minimum and Maximum Learners: 06 - 16    Duration: One Day    Timings: 10:00 – 16:30

### Suitable for

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Anyone dealing with differences, difficult dynamics and conflict through their work (whether this be with colleagues, customers or clients/service-users).

### Aim

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To provide those who occasionally handle conflict with a clearer understanding of how conflict arises. You will discover the theory of conflict, different conflict management styles and strategies to deal with it.

### Learning Outcomes

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

- ✔ **Define** conflict and be aware of your feelings in response to differences and conflict.
- ✔ **Recognise** how different perspectives can impact on our approach to conflict.
- ✔ **List** the common causes of workplace conflict.
- ✔ **Describe** fears and symptoms around conflict and avoiding conflict.
- ✔ **Explain** how group dynamics, behaviour and communication differences can lead to conflict.
- ✔ **Use** a set of tools and strategies to deal with and manage conflict positively in the workplace.

## Benefits of Attending

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- ✔ Feel confident and ready to put your learning into practice.
- ✔ Take away a practical toolkit with proven techniques and ideas you can use straight away.
- ✔ Create a Personal Action Plan to apply your learning in your workplace.

## Training Style

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This course is highly interactive and uses engaging, 'brain-friendly' methods such as exercises, quizzes, group discussions, skills practice, storytelling and practical tools to support real-world application.

You'll receive a **Welcome Pack** with pre-course activities, a **Learner Workbook** during training, an **E-Book** on this topic and a **Bonus Pack** afterwards with extra tools and follow-up activities to help you put learning into practice. (\*email required)

## Other Courses to consider [\(Visit my website for details of these and other cour](#)

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- ➔ Assertiveness II: Assertiveness and Me in Action (2 Days)
- ➔ Coaching Skills for Managers
- ➔ Dealing with Difficult Behaviour and Situations in the Workplace
- ➔ Grievances and Discipline in the Workplace
- ➔ Influencing and Persuading Skills
- ➔ Internal Communication – Don't hear it on the Grapevine
- ➔ Interpersonal Communication Skills
- ➔ Leadership Skills to Empower and Inspire (3 Days)
- ➔ Making the Most of Meetings I: Skills for those chairing, leading or facilitating meetings
- ➔ Management Skills for New/First-time Managers
- ➔ Managing Change
- ➔ Managing Workplace Bullying
- ➔ Motivating Staff for Peak Performance
- ➔ Presentation Skills II: Mastering Advanced Techniques for Authentic Impact (2 Days)
- ➔ The Art of Excellence in Customer Care
- ➔ Turning Your Organisation's Vision, Mission and Values into Day-to-Day Practice with your Staff and Volunteer Behaviours

