

Effective Conflict Management

Conflict is inevitable, but it can be reduced and turned into something positive. The interpersonal conflicts we experience on a daily basis at both from the large organizations to a tiny corporation. Conflict shifts people's focus away from work and the basic goals of the team, department and organization. It negatively impacts productivity, morale and ultimately the results. The most important skills needed for managing employee relations are interpersonal communications and conflict management skills.

No one likes to deal with conflict, but the truth of the matter is that we must. Problems that aren't dealt with tend to become septic and spread into other areas and relationships. **Conflict Management Skills** can help in resolving employee relations issues quickly and more effectively, and can create greater satisfaction with the workgroup. Surveys show that managers now spend about 20 percent of their time on conflict resolution. And, as employees are asked to communicate with a greater variety of people, they need their own conflict management skills. Most of us are less skilled at handling conflict than we should be. Although studies show that a negotiating behaviour is usually the best response to a conflict situation. The challenge is to recognise potential conflict and learn to use effective skills to manage it to reach a satisfactory outcome for you, the other person(s) and your organisation.

During this one day workshop on Effective Conflict Management you will look at the best practise skills for dealing with these challenging and emotional situations.

Delegates will learn how to:

- ✦ Understand what Conflict Management actually is and how it manifests itself in their workplace
- ✦ Differentiate between conflict and confrontation
- ✦ Analyse the different conflict management strategies, their particular preferences and which style would be more appropriate in particular circumstances
- ✦ How you can create further conflict if you don't handle the situation effectively
- ✦ Use logical or emotional language as appropriate to the situation
- ✦ Tackle conflict in its earliest stages to prevent it becoming too large to handle
- ✦ Effective listening skills

Disordered management style and issues exacerbate the conflict because the communication gets distorted and people become frustrated in a workgroup. Managers should always address up difficult situation and speak up. **Effective listening skills** convey information properly. Listening what the person says, and responding to the conversation on a positive way reduces workplace conflict. Conflict of any type creates some type of emotions such as anger, frustration, and sorrow. Managing these emotions through respect and careful manner can establish a good relationship with the workplace. With all these techniques improve your conflict-management skills that will go a long way in fostering positive employee relations with a workforce

This one day workshop is designed to equip you with the skills and give you the confidence to deal with even the most challenging situations.

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1 Day Course

'Excellent course, engaging speaker met all my needs'

"Brilliant! Excellent training and materials and extremely well delivered"

'As always, Bristol Business College delivered an excellent training session'