



# Managing Conflict Training Course

# About This Course

## Managing Conflict Training Course



### Do you want to know how to proactively avoid and manage conflict in the workplace?

Our Managing Conflict Training Course will introduce you to a range of skills, tools and approaches to manage conflict at work and how to work proactively to reduce the likelihood of conflict occurring.

This Managing Conflict training course is delivered as a scheduled open online training course or in-house just for your business.

We deliver the course as a face to face course and a live virtual online course.

# The Course Aim & Objectives

Here's what you will learn on our managing conflict course



## Course Aim

This Managing Conflict Training Course will provide you with the skills and tools to manage conflict in the workplace.

The workshop investigates some of the common causes of conflict in the workplace and the types of conflict you may need to manage. It looks at a range of tools to help with managing conflict and ways to be more proactive to avoid conflict in the first place.

## Course Objectives

By attending this Managing Conflict Training Course you will:

- Be able to describe what conflict is and the typical causes of it
- Understand the impact that conflict has on team performance and morale
- Know a range of approaches to manage conflict and define your own current style and approach
- Have developed your own toolkit to draw on to manage conflict
- Have strategies to proactively identify conflict situations and address them before conflict occurs

# The Course Content

Here's what we cover in our managing conflict course



## What is Conflict

- Defining conflict – what is it/what does it look like?
- What do we find difficult about dealing with conflict?
- What are the common causes of conflict in the workplace?
- What do you do now?

## Why Deal with It?

- What's the impact on the individual, team and business of conflict?
- What are the benefits of dealing with conflict?
- What happens if you do nothing
- What happens if it isn't handled well?

## Conflict Resolution Styles

- Your current conflict resolution style (Thomas Kilman)
- The different styles of conflict
- Hot conflict/Cold conflict

## Managing Conflict Toolkit

- Further use of Kilmans Conflict Mode Instrument
- Interest-Based Relational Approach
- OK Corral
- Influencing skills
- Mediation skills
- Dealing with Difficult People
- Having difficult conversations

## Being Pro-active

- How to spot potential conflict
- Dealing with conflict proactively

# Delivery Options

How we deliver our managing conflict course



## Open Training Course

**Delivered online as a scheduled open training course**

£215.00 + VAT / €239.00

Price per delegate.



## In-House

**Delivered at your business location or a location of your choice anywhere in the UK, Ireland, across Europe or online.**

We can adapt the course content to meet your specific needs and those of your team.

Contact us for a quote.

# Open Training Course

Attend our scheduled online training course



**We deliver our managing conflict training course as an online scheduled open training course.**

**Perfect for when there is just you, one of your colleagues or a small group of you that would like to attend the course.**

Our scheduled courses run on a regular basis and are delivered via Zoom.

You will find them just as engaging and interactive as our in-person training course.

See the course page on our website for more details and the course schedule.



# In-House Delivery

Train your team. Train your entire company



**We can deliver our managing conflict training course just for your team or organisation.**

1

## **Start with an off-the shelf course**

We'll use the content in the overview as a starting point

2

## **Understanding your needs**

We'll work with you to agree what outcomes you want from the course

3

## **Making it yours**

We will shape the content to ensure the course meets your requirements

4

## **Delivering the skills**

We then deliver the course that we've agreed either in-person or online

## **Make it even more bespoke**

We can completely redesign the course to meet your needs. Just tell us what you need, and we can put a no obligation proposal together for you.

# Online Training Course

Fun, engaging and interactive – delivered online



**Our managing conflict training course can be delivered as a virtual online course.**



**The same great content reimagined for the online environment.**

- ✓ Our open training courses are delivered using Zoom
- ✓ When delivered in-house, we can use the platform you are most comfortable with
- ✓ Re-designed sessions to allow for interactivity and engagement in the online environment
- ✓ The same fun, engaging and down to earth approach
- ✓ Join your course from anywhere



# About Us

Here's a bit about us and what we do



## We are Revolution Learning and Development

**We are a leading learning and development consultancy based in the UK. We provide our services across the UK, Ireland and Europe.**

- ✓ We deliver fun, engaging and down to earth training courses in-person and online
- ✓ Over 20 years of training experience
- ✓ Incredibly cost effective and a real focus on return on investment
- ✓ 92% of our clients rebook us for further training and development
- ✓ Flexible training and development solutions

# Let's Talk

We're here to help



If you have any questions about our managing conflict course or would like a quote for an in-house course, then just get in touch.

## Call Us:

**UK:** 03333 444575

**ROI:** 015549779

## Email Us:

[hello@revolutionlearning.com](mailto:hello@revolutionlearning.com)

## Visit Us:

**UK:** <https://www.revolutionlearning.co.uk>

**ROI:** <https://www.revolutionlearning.ie>

**EU:** <https://www.revolutionlearning.com>