

Online Managing Conflict

Course Aims

This Managing Conflict at work will provide managers and leaders with the skills and tools to manage conflict in the workplace.

By the end of the session, attendees 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 their own current style and approach
- Have developed their own toolkit to draw on to manage conflict
- Have strategies to proactively identify conflict situations and address them before conflict occurs

Course Content

- What is conflict and the common causes
- Why deal with conflict – the impact of conflict
- The role of the manager in managing conflict
- Conflict resolution styles
- The conflict management toolkit
- Proactively identifying conflict

Session Breakdown

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

Conflict Management Toolkit

- Further use of Kilmans Conflict Mode Instrument
- Interest-Based Relational Approach
- OK Corral
- Influencing skills
- Mediation skills

Being Pro-active

- How to spot potential conflict
- Dealing with conflict proactively

Delivery Options



Virtual In House

We can deliver this course as a virtual online training course for your business

Contact us for a quote to have this course delivered in-house.



Online Open Course

We deliver this course as an online virtual open training course.

Each space costs £195.00 + VAT/€215.00 per person

Course Information

This is a **one day online** training event that Revolution Learning and Development deliver as a virtual online training course or virtual in-house training course.

When we deliver this course in house, we can make this more bespoke to your needs.

To discuss your individual needs, email hello@revolutionlearning.com or call us. If you're in the UK it's 03333 444575 and if you're in the ROI it's 015549779

Booking terms and conditions are available on our website.

