

Resolution Skills for Managers

Learning Objectives

By the end of the course delegates will:-

- Understand how and why conflict arises
- Understand the conflict resolution options and key principles
- Gain an appreciation of the key skills required
- Understand how to put the skills into practice in day to day management

Understanding Conflict

- What is conflict?
- The impact of unresolved conflict.

Understanding Conflict Behaviours

- How we behave when in conflict.
- Choosing and managing conflict responses.
- Key principles for positively managing conflict.

Conflict Resolution Skills

- Deep Listening
- Building trust and rapport
- Confidentiality and neutrality
- Managing yourself and high emotions
- Questioning techniques and getting to what matters
- Use of language and non-verbal communication

Conflict Resolution Options

- Understanding conflict resolution option
- What to use when
- Supporting others in conflict.
- Managing direct conflict situations and how to diffuse.

Promoting Positive Conflict

- Tips for healthy work conflict and healthy debate in meetings

Review of learning