



Handling conflict effectively

Overview

Conflict is an inevitable fact of life but most of us have never been taught how to work with it effectively to harness the potential it offers. When we work with the flow of conflict rather than against it, we can open up some incredible opportunities.

This course will teach you what conflict is and how to work with our differences to communicate better and get more out of our work and lives.

Duration

This is a one-day course.

Training outcomes

The training will enable you to:

- Understand more about the nature of conflict.
- Know how to spot different communication styles and raise your self-awareness of your own preferred style.
- Start to recognise some of your patterns and what provokes you.
- Develop active listening skills to build constructive communication.
- Explore your own needs and learn skills for expressing those needs positively.

Who is it for?

This course is beneficial for anyone who finds themselves in conflict with others at work or in a position of supporting others having disputes, including:

- Chief executives, team leaders or managers
- Drug and alcohol workers and anyone working with vulnerable adults
- Housing officers and case workers
- Youth and community workers
- Charity workers or volunteers

Testimonial

“Excellent training, will be recommending to my manager and other members of staff.”

P. Ross, Handling conflict effectively course participant

If you are interested in this training course for your organisation, send me an e-mail or call for a free consultation to see how I can work with you.

E-mail: laura@peacebuilders.co.uk

Telephone Laura Gilchrist on: 0785 556 7563