

Conflict Resolution

What are the specific details?

Duration	One day.
Cost	£175.00 per person.

Poor communication skills, disagreements and misunderstandings can be a source of conflict. This workshop is for anyone who may need to handle conflict situations. It will help you to determine the principle causes of conflict, the types of conflict and how to develop a framework for managing and achieving positive outcomes.

Who is this course suitable for?

Suitable for learners with some awareness of this area who want to develop their knowledge to aid their employment opportunities and for those in employment as part of their continuous professional development.

Do I need any experience?

No. Our trainers have designed the workshop to give you all the information and training you need to develop your skills.

How is the course delivered?

The Business Solutions team understand how hectic life can be sometimes; it's for this reason that we're happy to customise this workshop for individual employers and ensure flexible delivery, either on your premises or at our Centre for Leadership.

What will I gain from this course?

Upon completion of this workshop you will receive a Certificate of Attendance and easy to follow hand-outs.

What will I learn?

This workshop will cover:

- The recipe for conflict
- The creators of conflict
- Six different types of people
- How you can assess and manage conflict situations
- How conflict can affect team effectiveness
- How you can manage conflict situations
- Practical exercises

For further information, or enrolment, please contact Business Solutions on:

☎ (01903) 273 732

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