

Conflict Resolution

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.



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.

What if I can't fit it in?

The Northbrook 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 based at our Broadwater campus.

What will I gain from this workshop?

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

What will I learn on this workshop?

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

What are the specific details?

Price £175.00 per person
Duration One day

For further information on other workshops, please visit our website:

www.northbrook.ac.uk/BusinessSolutions

How do I enrol or get further information?

For group rates from £75 per person, or enrolment, please contact the Northbrook Commercial Services team on:

☎ (01903) 273 114

✉ business.solutions@nbcol.ac.uk

🌐 www.northbrook.ac.uk/BusinessSolutions

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