

Handling Conflict – Managers

Managers often feel under-skilled when confronted with conflict and disputes between members of their staff. The result is that disagreements can drag on longer than they need, and frequently escalate to cause more serious problems. This workshop provides a remedy by helping participants identify and strengthen their conflict management abilities, so that they can intervene sooner and more productively, before the dispute affects morale or performance.

Disagreement need not be destructive. The right guidance offered skillfully can help disputing parties maintain a viable working relationship, so they learn to settle disagreements without disruption.

content

- What constitutes 'conflict' at work?
- The inevitability of disagreement
- Causes, consequences and costs
- Routes to resolution; formal and informal
- The organisational view, policies and protocols
- People in conflict, drives and motivations
- Common responses; the avoidance cycle
- The colour of conflict, identify the grey areas
- Conflict styles, strategies and tactics

- Positions vs. priorities, staying on track
- Typical scenarios, understanding the patterns
- The conflict triangle
- Knowing how, where and when to intervene
- Proactive intervention – three options
- Who owns the conflict, rights and responsibilities
- Setting up the meeting, getting buy-in
- Managing anger and emotion
- Creating dialogue and understanding
- Goals and agreements
- Follow through and monitoring

objectives

Become more confident in dealing with disputes

Review the real costs of unresolved conflict in the workplace

Engage people in a structured and goal-oriented way

Understand the importance of informal dispute resolution

Reflect on and develop your conflict resolution skills

Put an end to the uncertainty and disruption of 'grey' conflict