



4D Training

## **Managing Conflict for Managers**

### **Who Would Benefit?**

Conflict at work can reduce productivity and damage the morale of the whole organisation. This course will benefit those who wish to understand and manage conflict and anger in the workplace. You will learn how to handle conflict in order to create a healthy and productive working environment. Through a variety of self-assessment exercises, discussion and activities, you will find out how to put into practice what you have learnt.

### **Objective**

At the end of the course you will recognise and deal effectively with conflict situations at work, be able to handle aggressive behaviour and understand negotiating styles.

### **Content**

- The nature and causes of conflict
- Your personal conflict style
- Barriers to conflict resolution
- Styles of conflict resolution
- Getting conflict into the open
- Dealing with aggression
- Using assertive behaviour to influence situations
- Strategies for reducing conflict

### **Duration**

One day