



Newbury College

## Managing conflict

Conflict is often defined as a fight or struggle and, as a result, seen as something to avoid. When it is badly handled it can result in very negative results for an organisation. However, at its root conflict is basically a difference of opinion, and if we can address, explore and resolve that difference in a constructive way then the very thing we want to avoid can be the basis of stronger, more effective working relationships. Well-handled conflict builds better understanding, greater trust and as a result, potentially better productivity.

### Course duration

Typically 1 day

### Who should attend?

Senior and middle managers, team leaders and others challenged by situations involving conflict

### Course Content

- the causes of conflict and the key implications of individual perceptions creating misunderstanding
- individual and alternative responses to conflict, the benefits of well-resolved conflict and developing an understanding of assertive behaviour
- listening and questioning skills to use in exploring the reasons behind the conflict, to improve your ability to resolve conflict
- basic negotiation techniques and case studies/role play to practice the implementation of skills

### Pre-requisites

None

### Course style

Highly participative using small group discussions, exercises and case studies

### Objectives

As a result of attending this workshop, you will:

- identify the key causes of conflict
- describe how well-handled conflict can contribute to team development and improved productivity
- identify your personal typical reaction to conflict
- develop a better understanding of the factors that contribute to conflict and the skills to respond in the most appropriate way to enable a positive outcome

**To book your place please contact the Business Development team**

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**This workshop can be tailored to meet your organisation's requirements.**