

# Managing Conflict and Difficult Situations

## An Institute of Leadership & Management Course

**This course is designed for supervisors, team leaders and new / aspiring managers, and is delivered by an experienced trainer who also brings a wealth of management experience to the course.**

Conflict is simply a disagreement between two parties; a difference in opinion, ideas and behaviour. These differences can be used constructively to generate creative solutions to problems, and bring about innovative ideas. However, if these differences are not dealt with constructively, or over time become destructive, it can leave both parties hurting and it can cost the organisation if left unresolved.

This course helps you to:

- Identify causes of conflict at work
- Understand the stages in the development of conflict
- Know how to resolve conflict in the workplace using a variety of tools
- Know how to deal with 'office politics'
- Know how to build and support a positive atmosphere within the workplace

It is a **three day course** and a mix of presentations, DVD clips of leaders in their field, practical exercises and questionnaires to understand own styles in resolving conflict.

We cover the following topics:

- ✓ The Nature of Conflict in the Workplace
- ✓ Stages in the Development of Conflict
- ✓ Causes of Conflict in the Workplace
- ✓ Effects of Conflict on Individuals and Teams
- ✓ Personality and Communication Styles
- ✓ The Role of Assertiveness
- ✓ Conflict Management Styles
- ✓ Preparing for a Successful Negotiation
- ✓ Dr Covey's Third Alternative Approach
- ✓ Dealing with Office Politics
- ✓ Preserving Your Integrity
- ✓ Creating a Positive Atmosphere
- ✓ Continuing Professional Development

### In-House Programmes

The above information gives you an indication of how we could deliver such a course within your organisation, however we would welcome the opportunity to tailor such a course to your specific needs. We would spend some time with you to understand in more detail the specific needs of your organisation and your people, and tailor our offering with this in mind. We can shape case studies and other exercises to meet your needs, and even tailor them to incorporate your organization's systems and procedures.

Contact Nicky Davies of **WAVA** at [njdavies@wavaglobal.com](mailto:njdavies@wavaglobal.com) for more information.