

CONFLICT RESOLUTION A POSITIVE APPROACH

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Conflict in the workplace is virtually inevitable. Conflict itself isn't actually a problem; how its handled, however, can bring a team together or tear it apart. Poor communication skills, disagreements and misunderstandings can be a source of anger and distance, or a springboard to a stronger working relationship and happier future. Our workshop will teach you effective communication skills that will help create a more positive outcome.



Who is this course for?

This workshop is for anyone in an organisation that feels they may need to handle conflict situations. It will help you to determine the principle causes of conflict, the types of conflict, how to manage them in the workplace and how to develop a framework for managing and achieving positive outcomes from conflict situations.

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 Business Solutions @ Northbrook team understand how hectic life can be sometimes; its for this reason that we're happy to customise this workshop for individual employers and ensure flexible delivery, either on your premises or at Northbrook College (A company costing will be provided once your training needs are finalised).

What do I gain on completion?

Upon completion of this workshop you will receive a Northbrook College Certificate of Attendance, easy to follow handouts, and enough knowledge to proceed and progress onto other workshops and IT courses. Oh, and don't worry - there are no examinations or assessments on this course!

What will I learn on this course?

This One day workshop will cover:

- > The recipe for conflict
- > The creators of conflict
- > Six different types of people
- > How to assess and manage conflict situations
- > How conflict can affect team effectiveness
- > How to manage conflict situations
- > Exercises

What are the specific details?

> Duration

One day (09.30-16.30)

> Dates Available

For the latest workshop dates please check out our website or call our Customer Services team who will be happy to help.

> Venue

Will be confirmed upon booking (if advance notice is required, please call our Customer Services team)

> Cost

£138 per person, per workshop*
* Group rates may apply

For further information, enrolment, or to arrange a free visit from one of our Business Training Advisers to discuss eligibility and options open to you and your staff, please contact the Business Solutions @ Northbrook team via one of the methods at the top right of this page.