

# Conflict Resolution

26 June 2018



## Course Description

Conflict is often avoided at all costs, but it can be a good thing. By challenging each other in a safe, collaborative space, we can reach the best ideas and outcomes. However, unresolved conflict can cause problems within teams and lead to communication issues and lost productivity. To improve effectiveness and create happier places to work, skills for managing and resolving conflict are key.

This two-day course will help you understand the nature of conflict; triggers to conflict, different motivation and communication styles and show you how to implement strategies that address and resolve conflict. Utilising behavioural and neuroscience and introducing skills from self-awareness, Emotional Intelligence and Neuro-Linguistic Programming, this course will combine theory, discussion, interactive exercises and role-plays.

## Course Content

- What is conflict?
- Types of conflict
- Common sources and levels of conflict
- Triggers and motivations to conflict
- Explore the belief/behaviour cycle that underpins conflict
- Communication 'types'
- Self-awareness
- Emotional management
- Rapport building
- Listening skills
- Reframing techniques
- Critically assessing conflict and the power of perception
- Challenge without being challenging
- The difference between assertion and aggression
- Dealing with aggressive and negative behaviour
- Circles of Influence and Concern
- Working towards a win-win outcome
- Techniques and tactics for managing conflict

## Learning Outcomes

- Know why and how conflicts can develop
- Understand your own and others' communication styles
- Utilise NLP techniques to better understand others' points of view
- Communicate assertively without being aggressive
- Implement strategies and techniques to defuse conflict and arrive at mutually beneficial outcomes
- Resolve conflict with customers, colleagues and teams

## Who should attend

This course is suitable for leaders who want to better manage their teams, and frontline staff who regularly deal with difficult customer situations. It is ideal for those who work in environments where there are a variety of different communication styles present, and conflicting views and ideas surface often.

## When

Tuesday 26 June 2018  
9:30am - 4:30pm

## Where

Central London  
United Kingdom

## How much

£335 + VAT | Early bird price until 14 May  
£395 + VAT | Regular ticket price

Includes training material and refreshments  
Discounts available for multiple bookings

## Contact

0207 728 9933  
insidebridge.com  
info@insidebridge.com

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