



## Conflict Management

delivered by:



Our reaction to conflict situations is shaped by our past experiences. This course considers how to change our reaction to conflict so that it achieves a positive experience.

### Outcomes

- Recognise conflict and its potential sources
- Identify own conflict handling style
- Consider a win-win approach to conflict
- Assess a number of ways to handling conflict

### Who is the programme for?

Anyone who deals with conflict and is unsatisfied with the how they handle it.

### Course Outline

- The Nature Conflict – Berne's I am ok/you're ok model, symptoms and root causes
- A framework for resolving conflict – Thomas-Kilmann Model and assessment of own conflict handling style including a 360 assessment
- Conflict management skills: Smoothing, Power, Confronting
- Respecting the rights, feeling and dignity of others: considering and developing self esteem

### Duration

1 day programme

**Maximum number of delegates: 12**

**Cost: Members - 1.5 units, £225 +VAT  
Non-members - £337.50 +VAT**

To register please email our Training Co-ordinator on [registrations@thelearningcollaboration.com](mailto:registrations@thelearningcollaboration.com)