

Introduction

A considerable portion of our lives is spent at work with a great deal of time spent working with others. Conflicts at work are not uncommon, minor disagreements or heated discussions being inevitable aspects of most environments. Some conflicts can be productive if they generate solutions, however, some provoke ill feeling and can result in long-term stress and unhappiness. This is a practical workshop with many opportunities for participants to practise learned skills.

Aim

To develop winning strategies for dealing with conflicts, thereby, maximising the bottom line, whilst avoiding unnecessary stress and staff losses.

Benefits to the individual

Individuals will leave the programme with

- An understanding of how to identify conflict situations
- An awareness of different reasons that cause conflicts
- An understanding of 'games' and the Drama Triangle
- An awareness of the consequences of not dealing with conflicts
- Strategies for dealing with the different types of conflict
- The ability to structure successful debate
- An understanding of the benefits of assertiveness over passive/aggressive behaviour
- Action plans to create more beneficial interactions

Benefits to the Organisation

- A more efficient workforce
- A productive and positive atmosphere
- Reduction in attrition
- A motivating environment

Who should attend

This one-day workshop will benefit individuals wishing to understand how to deal with interpersonal conflicts and teams that rely heavily on interdependency. Those who find conflict a continuous struggle, draining much needed energy to sustain performance at high levels.

