

Conflict Management

[Course Code](#)

SSBS149

[Duration](#)

1 Day

[Format](#)

Classroom | Virtual

Overview

This course on managing conflict will equip attendees with the skills and knowledge necessary to help them manage and positively engage with conflict. The programme is highly interactive balancing discussions and theoretical inputs with practical skills and tools that individuals can use on a day-to-day basis. For maximum impact, we will use case studies throughout the course so attendees get to mediate conflict and get feedback on same.

Objectives

On completion of this course attendees will be able to recognise the factors that cause conflict to escalate. They will leave equipped with the tools necessary to manage these factors in a composed and controlled way, so they can pro-actively de-escalate potential conflict situations.

Content

- Conflict styles
- Sources of conflict
- The conflict spiral - stages of conflict escalation
- Understanding others' perceptions and expectations
- Destructive responses which prolong or escalate conflict
- Constructive responses to conflict
- Conflict triggers and hot emotions
- Understand the links between provocation, reaction and response
- 6 steps to effective conflict resolution
- Structuring and controlling the conversation
- Question to understand
- Attentive listening
- Empathy/building trust
- Gaining agreement/closing

Who Should Attend

This course is suitable for anyone who deals with conflict.

Prerequisites

There are no prerequisites for this course.