



Course guide

Conflict Management course

Course outline

New to conflict management training?

Conflict management is important in any social environment. Handling conflict to achieve resolution rather than escalation is a learned skill particularly essential to management staff. Conflict management training courses enable students to identify and analyse conflict, and to improve their conflict management strategies.

This course is available for in-house training only. Please contact us for details

Benefits

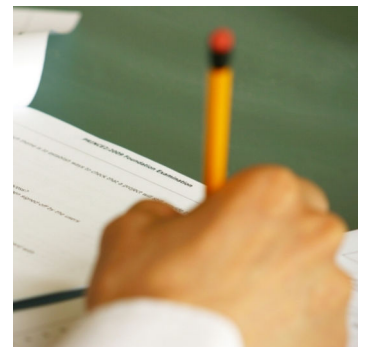
- Overview of skills necessary for conflict management
- Support in handling conflict
- Prevent conflicts escalating and achieve conflict resolution
- Understand and develop individual conflict response

Who should attend?

- Management staff responsible for overall conflict management
- Team members handling conflict at ground-level
- Individuals exposed to situations with high risk of conflict

Objectives

- Explain the stages of conflict escalation and how to prevent them
- Understand their person style of conflict management
- Explain the skills needed for handling conflict management meetings
- Demonstrate how to handle conflict situations

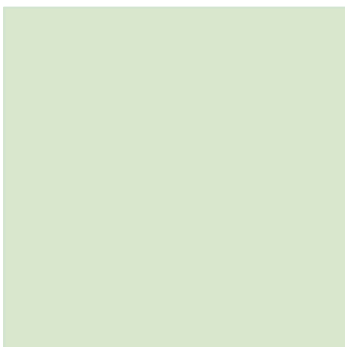


Course detail

- Introduction to conflict management and objectives of conflict management training
- Defining conflict
- Recognising conflict
- The nine stages of conflict escalation
- Self-diagnostic on personal strategies for handling conflict
- Potential responses to conflict
- Conflict resolution with groups and individuals
- Guidelines for conflict management meetings
- Questions and session-review
- Action-planning

Questions?

Call our training advisors on [0207 148 5985](tel:02071485985) with any questions you have. You can make a booking over the telephone, online at our website, or by filling in a booking form and sending to bookings@knowledgetrain.co.uk



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