



MANAGEMENT AND LEADERSHIP

Let's talk!

How to manage conflict in your team

Conflict in your team can lead to stress, demotivation, poor decisions and lowered performance. It's critical that if you manage the team you have the skills to handle conflict in a way that builds trusting relationships rather than causing long-lasting damage. This workshop will give you the tools to manage conflict constructively.

Who is the workshop for?

Team managers and supervisors who haven't yet had to handle conflict, aren't sure how to, or would rather ignore the fact that it's happening. And those who have tried to sort out conflict and would like space to learn from their experience.

What can I learn?

- Why conflict arises.
- How to reduce the risk of destructive conflict.
- The best time to deal with it.
- How to build a team that can handle disagreements openly and constructively.
- The essential interpersonal skills you need to manage conflict.
- How to rebuild trust once it's been broken.

What can I expect?

You will be able to discuss your experiences in a safe and supportive environment, with opportunities to learn by considering alternative approaches to managing conflict. Role-play using actors will challenge you to deal with tricky conflict situations before you have to do so for real. The workshop provides a chance to reflect on your own conflict management style and to receive individual feedback from your instructor.