



# ***Managing Conflict***

## **Aims**

This course has been designed for individuals who want to understand the concepts of conflict and develop their own techniques in managing conflict assertively.

## **Objectives**

Based around ***FAST TRACK: Managing Conflict*** written and tutored by Anne Fox.

*By the end of this course you will be able to:*

- Establish what is meant by 'conflict'
- Understand why conflict happens
- Develop strategies to deal with conflict
- Learn how to investigate situations
- Learn how to resolve conflict effectively

## **Who Should Attend**

Managers, team leaders, supervisors or any individual who want to understand and develop their conflict management skills in order to resolve situations in an impartial and professional manner.

## **Course Content**

- Possible reasons of conflict
- Investigating the causes
- Early warning signs
- Enhancing individual styles
- On the spot situations
- Managing conflict situations assertively
- Conflict as a positive aspect in the workplace

## **Duration**

1 Day