



Conflict Management and Difficult Conversations One-Day Open Course Overview

Conflict Management and Difficult Conversations open course

Create more effective outcomes in conflict situations

On this conflict management training course, we use a mixture of theory and practical exercises in scenario-based difficult conversations designed to help you resolve conflict.

You will learn to change your responses in conflict situations: what you do, what you say, and how you say it, in order to create better outcomes as a team leader.

Even if you don't always get the results you want, our conflict resolution training will help you to be more in charge of what happens.

The content of each workshop will be shaped around the needs of the delegates, making the work relevant and practical.*

Ahead of the course, we'll provide pre-course preparation to get juices flowing and the mind focused...

This course will help you with:

- **Working With Difficult People**
- **Using Honesty and Agreement**
- **Conflict Risk Assessment**
- **Turning Arguments and Ongoing Conflicts Into Discussions**
- **Defusing Blame**
- **Dealing with Strong Feelings**
- **Difficult Conversations**
- **Delivering Bad News**
- **Feeding the Solution**
- **Choosing Appropriate Conflict**
- **Creating Win-Win Outcomes**
- **Achieving Resolutions Through Conflict Management Techniques**

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**Course Content*

Introduction to Conflict and Difficult Situations

- Common conflict scenarios
- What makes them difficult?
- Conflict risk assessment for likelihood of conflict

Resolution

- Getting to the heart of a problem
- Making resolution rewarding

Dealing with Conflict

- What happens to you when faced with challenging behaviour?
- When do you avoid conflict?
- Handling fallout from the conflict process
- Managing feelings and mental health

Difficult People?

- Your difficult people
- Different types of challenging behaviour

When Are You Difficult?

- We are all someone else's difficult person
- What might they say about you?
- And what actually happens between you?
- So, what could you do differently?

Moving Forward

- Ways to move forward
 - Figure out what's really going on
 - Deal with things as they arise
 - Avoid blaming
 - Build bridges
 - Set clear boundaries
 - Or...if the conversation defies conflict resolution – is walking away an option?

Emotion vs. Objectivity

- Calming a situation down

Avoiding Blame

- Avoiding knee-jerk reactions
- Creating conflict resolution without blame

Difficult Messages

- What someone does vs. who they are
- Delivering difficult messages
- Effective communication skills

Moment of Choice

- Defining the 'moment of choice'
- Conflict prevention

Defusing Phrases

- Effective practices for defusing conflict before it escalates
- Feeding the solution, not the problem
- Knowing when to leave things well alone

What is Conflict For?

- Different types of conflict and conflict styles
- Purpose of workplace conflict
- Possible resolutions

Maintaining Relationships

- Thomas-Killman Conflict Model
 - Competing
 - Accommodating
 - Avoiding
 - Collaborating
 - Compromising

What Might Happen?

- Ways we avoid conflict
- Evidence collecting
- Talking to the wrong people
- Being right while the other person is wrong
- Letting them have it between the eyes

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Their Point of View

- An effective strategy for seeing conflict from else's POV
- What is their positive outcome?

Empathy

- Really listen and hear 'the other side'
- Set clear boundaries
- Deliver a difficult message with empathy

Hidden Agendas

- Identifying hidden agendas
- 'Calling the behaviour' without making the other person wrong

Maintaining Relationships

- Maintaining positive relationships
- Dealing with difficult people on a daily basis
- Advantages of conflict resolution

How Do I Let Go?

- Impact of powerful feelings
- Building your conflict management toolkit
- Developing crucial conflict management skills

Conflict Management & Difficult Conversations

Logistics

Attending in person

At: Impact Factory

Suite 121 Business Design Centre

52 Upper Street, London N1 0QH

[Find Us Here](#)

Please use postcode [N1 0PW](#) if using Satnav and Google maps, which will take you to the front entrance of the building on Upper Street

Coffee will be served from 9:30am and lunch around midday.

Attending remotely

A **Zoom invite** will be sent to you by your trainer by 9:30am on the morning of your course.

- This is a **video-on** session – it will ensure that you get the most out of the training so please come prepared to have your video on if at all possible
- Bring a pen, paper and a coloured marker/felt-tipped pen (if you have one)
- Please join from a laptop or desktop computer, not from a phone
- Please dial in 10 minutes before our start time so you can test your audio and video

Course Time: 10:00am – 5:00pm

All of our open courses are delivered in a Hybrid format and delegates can change their mode of attendance from the original booking with up to one working day's notice.

Contact details



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