



Tel: 0845 658 5678

# Conflict Management Skills

## This is a 1-day course

This conflict management course benefits individuals and teams who have to deal with conflict and difficult people in their workplace. The course is modularised to adapt to the needs of participants who may be dealing with conflict from either external customers, internal customers or within their team.

It is a highly practical course and participants learn through a range of training approaches including short demonstrations, skills practice, reflection and discussion. PowerPoint is used minimally!

Recent participants included: Security Guards, Care Workers, Nursing Professionals, Retail Assistants, Reception Staff, School Wardens, Car Park Inspectors and Attendants, Theatre and Door Staff.

### Key topics covered on this course:

- Understanding the causes and symptoms of conflict
- Learning one's own preference for dealing with conflict
- Learning how power is used in conflict
- Exploring strategies to manage conflict (choice of 3 or 4 modules):
  - Assertiveness skills
  - Negotiation skills
  - Advanced listening skills
  - Dealing with difficult people
  - Spotting danger signs
  - Recording incidents and 'near misses'
  - Breakaway techniques
- Developing an action plan for handling conflict in the future

### What is conflict?

It is necessary to arrive at a personal working definition of conflict and what level of conflict is acceptable - some conflict can be helpful at times to stimulate development and creativity. It is useful to define exactly what constitutes conflict or unhelpful behaviour in order to know if the situation needs addressing.

### Types, causes and symptoms of conflict

Participants focus on what causes conflict within their work situation and what symptoms to look out for on a day-to-day basis. Included in this session is a review of policies and procedures around how conflict is managed within each participant's workplace.

### Can conflict ever be good?

As conflict can sometimes be inevitable, it is necessary to be aware of the options for managing and minimising that conflict. If handled effectively some types of conflict can be channelled to achieve positive outcomes.

### Personal preferences for dealing with conflict

Each of us has a 'fall-back', habitual method in the way we deal with conflict. Participants have an opportunity to assess their own style and its effectiveness.

### The use of power in conflict

The use and perception of power can be a major source of conflict. It's crucial to understand how people use power in conflict situations to influence the outcome.

**Conflict management strategies - choice of 3 or 4 modules depending on the audience:**

**Assertiveness skills**

One of the characteristics of someone who is healthily assertive is that they are not afraid to express their opinions and views - and can do it in a way that allows the other party to 'save face'. Attendees on the course practice the key skills of assertiveness, including how to value yourself, say no, use supportive body language, and retract a 'yes' if necessary...

**Negotiation skills**

This module covers the ethics of negotiation and the principles of 'fighting fair'. Attendees are given ample time to practice in order to begin the process of mastering these techniques, which can make a world of a difference to their relationships with difficult employees, co-workers or even customers.

**Advanced listening skills**

If you have ever attended a communication course you would have covered listening skills, but not like this! This is about hearing and listening at a different level, and meeting basic human needs. The more these needs are met, the less conflict you will have. Try it!

**Dealing with difficult people**

Dealing with difficult people means dealing with difficult behaviour. Participants practise how to remain composed and in control of their responses. Control is power and when you are in control of your emotions and feelings, you are in a position to respond positively to others - and not get 'hooked' in the conflict.

**Spotting danger signs**

More often than not, a violent incident or outburst could have been predicted if one had been aware of the escalating events that lead to it. In this module participants learn to recognise when a person is getting agitated and how to handle potential triggers.

**Recording incidents or 'near misses'**

It is vital, particularly if dealing with high levels of conflict, to record incidents and near misses. Effective recording of incidents can lead to avoidance of risk in the future.

**Breakaway techniques**

Participants get the opportunity to practise simple, safe and effective techniques that could allow them to break free and escape from an aggressor.

**Pulling everything together**

Participants review the skills covered during the day. They also have an opportunity to reflect on how these skills could now be sharpened and maintained. They leave with their own scheduled plan focused on implementing the conflict management skills learned.

**Who actually runs the training course?**

The subject matter of 'Conflict Management Skills' can involve emotions and frustrations (why else would you need the course!). Therefore this course is run by a senior facilitator experienced in working with people in challenging circumstances.

**Recent attendee comments:**

- *Trainer was excellent, 10 out of 10. Thanks for the course. I'm going to calm my attitude in the future. **Security Guard, Private Industry.***
- *Very thought provoking and professional. Excellent approach. I'm going to pay attention to the detailed preventative measures. **Environmental Health Officer, Local Government.***
- *The content had meaning because it could be related back to working practicalities. I will look first at being more sensitive to the public on the telephone and face to face, but also maintaining self respect. 10 out of 10. **Senior Receptionist, Local Government.***
- *Excellent, easy to follow course. Very informative about issues and responsibilities. Got individuals to think about themselves, their safety, attitude and behaviour. I will be considering my personal safety at work and making people aware of their responsibilities. **Senior Recovery Officer, Local Government.***



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- *Course was tailored to the business and used real examples, highlighted new areas. **Company Director, Private Industry.***
- *Excellent course. I am going to circulate the Risk Assessments more widely. I liked the theory about how people relate and the simple breakaway techniques. **Health and Safety Manager, Higher Education.***
- *Particularly liked recognising what causes conflict and what influences how we react. Am now aware of my options and will observe the code of practice. 10 out of 10. **Licensing Assistant, Local Government.***
- *Will implement most of the course, particularly how to curtail an interview without possible repercussions. **Receptionist/Telephonist, Local Government.***
- *Excellent advice, made sense. I will set clear boundaries at all library inductions, what students expect from us and what we expect from them. I wish all library staff could have attended this training. **Library and Resources Officer, Higher Education.***
- *10 out of 10. I liked the interactive aspect of the course. I'm going to be more assertive when approaching conflict in the future. **Nurse, NHS.***
- *Perfect, not only can you use the information in our working environment, you can use it in everyday life. **Sales Administrator, Private Industry.***
- *I will not be afraid to tackle conflict constructively. Liked dealing with different personalities and how to respond to them. **Nurse, NHS.***
- *A very worthwhile day, I am so glad I came on this course. It was relevant, appropriate and necessary, enhancing life skills to apply both at work and in other areas of life. This has helped me so much. **Lifeline Officer, Local Government.***
- *The training is very timely and useful for ... officers who feel helpless in absorbing complaints from the public. The lessons and principles provide a great source of confidence in facing another day at work. **Management Information Officer, Local Government.***