

Conflict Resolution Skills

Conflict is inevitable at some stage in all work environments. This course is designed to enable delegates to recognise conflict and to show them how to resolve issues and achieve a win-win situation by adopting appropriate actions and behaviours. It will also enable delegates to recognise symptoms of potential conflict at an early stage so that they can “nip problems in the bud”.

Who should attend?

Managers and supervisors who wish to improve their skills at preventing and resolving conflict within their team or the organisation

Course Objectives

Delegates will be able to:

- Distinguish between constructive and destructive conflict and recognise the positive opportunity that conflict provides
- Understand how effective conflict management can contribute towards innovation and increased productivity
- Recognise their own conflict style and develop their ability to manage conflict by adapting their approach and technique
- Be more confident and become more effective in managing conflict

Course Details

Duration: 2 Days

Time: 9.00 am to 4.30 pm

Location: Mtt, Bedford (Open Course)
or on Company Site

Course Cost


Standard course fees apply

Course Content


- What is conflict? Recognising the potential for change and improvement
- Creative and destructive conflict – understanding causes and effects
- The symptoms of conflict – how do you know when there is conflict? The benefits of taking early action.
- Building confidence to tackle negative behaviours
- Conflict resolution styles and the skills of conflict resolution including the use of effective communication
- Looking at the big picture and generating creative solutions
- Building better relationships to enhance productivity. Achieving win-win situations

Course Notes

This course is highly interactive and participative. CCTV will be used in role play exercises.

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