

Challenging Conversations and Conflict Management Workshop

Thursday 29 November 2018

9.30am-5pm

Carrowbreck House, Hellesdon

Aim

To introduce you to the theory and mechanisms for practical application to ensure you can respond to challenging situations and conflict in the workplace in a positive manner, remain emotionally safe and achieve constructive outcomes from difficult situations.

Course Content

We will cover the following over the course of the Workshop

Challenging Conversations

- Who do we have conversations with
- What do we mean by challenging
- Impact of avoiding challenging conversations
- Emotions/attitudes and behaviour when dealing with challenging conversations
- Role of planning for such conversations
- Communication methods
- The need for structure
- Taking control

Conflict Management

- What do we mean by conflict
- How to recognise and avoid conflict
- Emotional and rational thinking
- Triggers and Inhibitors for angry behaviour /communications
- Managing expectations
- Attitude / behaviour cycle
- Communication channels
- Blocks and barriers to communications
- Reducing conflict
- Managing high risk conflict
- Learning from conflict

We will include group work and feedback, videos, discussing scenarios and identifying real situations and suitable resolutions through the day.

There will be a comfort and refreshment break mid-morning and mid-afternoon and mid-day for lunch.

Places are limited, to book a place please use the [online booking form](#).