



Conflict Avoidance and Effective Resolution

Conflict in the work place can be costly and disruptive. This course will provide staff with the skills to avoid conflict and the tools to respond to it efficiently and effectively should it ever occur.

Conflict at work can come from any number of sources – colleagues, customers and even suppliers. Whilst it is inevitable, it is often avoidable. The underlying cause can be either poor communication or an inappropriate response which escalates to the point of conflict.

Training and On-Site Support

The training is carefully tuned to meet the individual needs of each client. In addition to offering the one-day training package we also (uniquely) offer on-site coaching. This is an extremely cost effective way of reinforcing the learning. The presence of a Benchmark coach can give delegates the confidence to put new ideas into practice straight away, and the on-the-spot feedback encourages delegates to keep improving.

Course Content

Our highly practical 'Conflict Avoidance and Effective Resolution Course' is designed to specifically improve a learner's confidence, character, attitude and behaviour.

They are much less likely to be distracted by emotional responses and more able to react in a balanced way to problems. The course will:

- Recognise the root causes of all forms of conflict.
- Define the characteristics of conflict in general.
- Identify preferred styles of dealing with conflict.
- Describe the importance of interpersonal behaviours when dealing with conflict.
- Select the most appropriate tactic for dealing with conflict.
- Recognise the impact of behaviours on conflict situations.
- Identify the key stages involved in facilitation, confrontation and reconciliation.



Immediate Results

We have trained over 40,000 personnel in the last three years and have a detailed understanding of what techniques work in different situations.

“Experience of delivering this programme to Network Rail staff has demonstrated a substantial decrease in workplace incidents related to customer dispute and an increased sense of safety and well being”.

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Course Summary

Course Title	Conflict Avoidance & Effective Resolution
Course Type	Highly practical, facilitated workshop
Who Should Attend	Managers, Supervisors and Team Leaders
Course Location(s)	Moreton in Marsh or on the client site
Course Duration	One day (9.30 am to 4.30 pm)
Course Frequency	To meet customer requirements
Course Cost	£90 + VAT per delegate.

