

Personal & Business Improvement Training

Managing Conflict & Difficult Situations

Client Requirement

Effective team-working and relationships are essential to high performance in the workplace. Pressures, both internal and external, can result in people (colleagues, customers, third parties) being rude, impatient, aggressive or uncooperative. An ensuing disagreement can quickly develop into an argument and an unwelcome conflict or difficult, confrontational situation is created.

Solution

Our training will enable you to avoid confrontational situations, manage them effectively if they occur and review your response as an integral part of your continuous improvement plan. Our training will develop your situational awareness skills, enabling you to predict risk from both your perspective and another party's perspective and actively manage circumstances to avoid conflict. We will also develop your conflict management skills, allowing you to deal with conflicts in a clear, rational, assertive, and non-aggressive manner and provide you with a simple but effective approach that lends itself to almost every difficult situation that you might encounter.

Objectives

On completing the course delegates will be able to:

- Understand the characteristics of conflict in the workplace
- Apply effective situational awareness skills including 'reflective visualisation'
- Plan and implement effective 'active' conflict management methods and approaches
- Understand and apply effective interpersonal communication skills including active listening & empathy
- Implement effective continual improvement plans and mentor others

6-12

Number of delegates on the course

1

Course duration (days)

£900

Cost of Course

Location

At a client's site or at our training centre near Evesham.

The Benchmark Standard

Since 2005, Benchmark has become one of the leading suppliers of behaviour change programmes, tailored to meet specific requirements in organisations where strict safety compliance and regulatory frameworks apply.

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