



4D Group

Behaviour Styles and Conflict Resolution

Who would benefit?

Very few people are naturally good at conflict management. Conflict can actually be good since the purpose of conflict is to arrive at a resolution, however, the only way you can accomplish an effective solution is to get everything out and discuss it openly.

This programme will help you gain a better understanding of yourself and others in order to help in resolve conflict and developing rapport – both highly essential business skills.

This programme will be beneficial to all those wishing to understand and enhance personal interactions and develop productivity through building a greater rapport with others.

Objective

To understand the importance of developing good working relationships with others and be aware of your behavioural style and appreciate how this impacts on others. To understand your strengths and weaknesses when working with others, develop techniques to overcome communication problems and respond positively to others.

To improve techniques of good client service when working with 'difficult' people, develop a positive attitude in yourself and others and change counterproductive habits, attitudes and behaviours that impact on your work.

Content

Understanding the key behavioural styles

what are they and where are they coming from?

Behavioural mirrors and conflict

Understanding your own preferred behavioural style

Four-Quadrant Behavioural styles model

Handling conflict when dealing with difficult people - colleagues and clients

Developing effective interpersonal techniques to adapt and connect with others

Duration

One day