



4D Group

## Handling Conflict

### Who Would Benefit?

All individuals wishing to become more effective at recognising and handling conflict with others.

### Objective

By the end of the course participants will understand the causes of conflict and recognise the types of conflict. They will understand how their own behaviour can contribute to conflict and through a variety of case studies and exercises, have a set of techniques for dealing with and resolving conflict.

### Content

Inter-personal conflict.  
Personal behaviour styles and impact of behaviour on others.  
Recognise personality types.  
Recognise potential conflict situations.  
Identify the causes of conflict:  
    personality-based  
    work-based  
    work-cultural or non-work.  
Types of conflict.  
Communication models:  
    transactional analysis  
    Myers Briggs.  
Resolving conflict:  
    moving to win/win situations.  
Techniques for handling conflict situations positively:  
    assertiveness  
    behavioural analysis tools  
    effective listening/questioning  
    building rapport  
    communication techniques.  
Conflict within or between teams.  
Managing team processes to avoid conflict.  
Techniques for identifying and analyzing surfacing conflict.  
Techniques for dealing with conflict in the team.  
Focusing the team.  
Process/facilitation skills for team leader.

### Duration

One day