

HANDLING CONFLICT IN THE WORKPLACE

TRAINING COURSE OVERVIEW



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COURSE OVERVIEW

This half-day open course will give you a strong foundation in how to handle conflict at work. It is a highly practical course where you will have an opportunity to learn a range of conflict resolution techniques.

It is estimated that conflict takes up 24% of a manager's time and the costs to companies in lost production, stress and litigation can be huge. The course will help you identify, manage and resolve conflict within all relationships (even those outside of work!).

WHAT YOU WILL GAIN

- The main causes of conflict
- Six essential conflict handling skills
- How excellent communication can defuse conflict
- Your own conflict handling style
- The key principles of influence

COURSE DETAILS

DATE:	Various dates throughout 2019
VENUE:	Salisbury City Centre
TIME:	9:15 to 13:15
REFRESHMENTS:	Provided
COURSE NOTES:	Summaries of key points provided
TRAINER SUPPORT:	Individual support from the trainer by email and telephone for up to three months after completion
INVESTMENT:	<ul style="list-style-type: none">• Usually £99+vat per person• Early Bird discount £79+vat if booked six weeks before course date• More than one delegate? Ask us for discounted rates

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