



# Professional Personal Development Training

**Free Choices**

## Conflict Management

No matter what type of conflict exists mastering the knowledge and skills required to effectively manage these challenges are essential for constructive resolution and development of a productive work environment. Conflicts within the workplace arise for numerous reasons, such as:

- Lack of equality or inclusion
- Poor communication
- Provocative or negative behaviour
- Competition
- Threats or insecurity
- Personality clashes
- Management differences
- Different expectations and beliefs

These can significantly impact on one's psychological and physical wellbeing, causing higher levels of stress, anxiety, fear, anger, resentment, insecurity and loss of confidence. The ability to deal well with conflicts can greatly contribute to the development of a more secure and productive work culture.

### Ten Major Benefits of Workplace Conflict Management

1. Improve pathways of communication and work relationships
2. Increase engagement and motivation
3. Create a more positive and comfortable work culture
4. Reduce levels of stress and anxiety
5. Increase performance and productivity
6. Encourage constructive problem solving
7. Improve concentration
8. Increase job satisfaction and retention of staff
9. Promote an environment of respectful management
10. Improve general Health & Wellbeing

## Programme Objectives

Free Choices Conflict Management Training will enable participants to:

- ✓ Understand different triggers and sources of conflict
- ✓ Understand the impact of Assigning Blame vs Taking Responsibility in the role of conflict
- ✓ Develop empathic listening skills, in order to build trust and facilitate understanding
- ✓ Develop strategies in responding to conflict
- ✓ Motivate others in their willingness and ability to resolve conflict
- ✓ Build resilience in dealing with challenging people and situations
- ✓ Build skills for the de-escalation of difficult situations
- ✓ Identify ways workplace culture can minimise conflict

## Delivery of the Training

Training will be interactive and experiential. This is in order, to promote engagement, motivation and significant learning or change. Focus will be on developing participant's awareness, as well as, the daily practical application of the knowledge and skills learnt.



Contact us to find out more about our training programmes