



Conflict Management

Overview

Conflict can have a devastating effect on productivity, morale, teamwork and ultimately your organisation. This training workshop does not promise to end all conflict, that is impossible, but will give you a proven approach and the relevant skills you can easily use whenever conflict arrives.

Content:

- Understand the root cause of all conflict
- How to resolve conflict, through Conflict Management
- How to anticipate conflict emerging in a team situation
- How to use conflict to your advantage
- Using MBTI theory we will look at individual impacts and focuses on conflict
- Identify and deal with behaviours which trigger conflict