

Conflict can be both positive and negative. The difference depends on your ability to identify and handle these conflicts, resolve them appropriately, and learn from the process. Resolving conflict improves productivity, team work and morale.

In order to take advantage of this potential, individuals need to communicate effectively and clearly with others. This requires a high level of awareness and sensitivity to the impact that their behaviour is having on others.

This intense, interactive and highly practical workshop explores assertive behaviour and develops the individuals' skills to handle a variety of work related situations including conflict and disciplinary matters. The workshop will enable the delegate to:

- Increase their self-awareness, confidence and credibility
- Face tough situations confidently
- Make, refuse and accept requests appropriately
- Give and receive criticism constructively
- Say 'no' assertively
- Motivate, delegate and 'manage' more effectively
- Recognise the nature of conflict
- Key approaches for managing conflict
- Understand their style of handling conflict and ways to enhance their conflict resolution effectiveness
- Strategies and skills to resolve conflicts with individuals and groups
- The difference between conflict, poor performance and disciplinary matters
- Managing after the conflict has been resolved

## Course Outline

- Identify the benefits to becoming more assertive
- Define passive, aggressive and assertive behaviour
- Which one are you?
- The relationship between power, assertiveness, self- esteem and image
- Models of assertive communication
- Strategies for resolving differences
- Listening skills
- Barriers to assertiveness
- Assertiveness techniques
- How conflict displays itself
- How to anticipate typical sources of conflict
- Conflict resolution models and their benefits and limitations
- Using the right resolution approach for the situation
- Using conflict positively for personal and organisational growth

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# Conflict Resolution, Assertiveness and Discipline for Team Management



- Identifying their strengths and weaknesses in resolving conflict
- How their style of handling conflict helps or hinders their ability to manage conflict
- How to use authority appropriately to resolve conflict
- A personal plan for improving their own approach to handling conflict
- Influencing styles that achieve agreement and commitment to actions
- Conflict resolution strategies
- Techniques for dealing with angry people and groups

## Duration

2 Days

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