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Managing Conflict in the Workplace

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Managing Conflict in the Workplace

Duration

1 day

Overview

Interpersonal conflict can be responsible for many of the day to day problems at work. We will all encounter these difficult situations at some time in our working life.

This one day workshop will enable you to increase your confidence and skills when faced with managing conflict with colleagues, your team or manager.

Objectives

- Identify individual responses to conflict
- Assess conflict management styles
- Develop strategies to manage conflict
- Managing the conversation – 4 R Technique

Agenda

- What is conflict?
- Outcomes of conflict?
- Behaviour and its impact
- Conflict styles
- Managing the situation
- Power of Language



Further Information

Other Information

Suggested follow-up course: Managing Pressure and Developing Resilience

Recommended Reading

- Assertiveness at Work - K & K Back
- Improving Relations at Work - Elwood N Chapman
- Vital Conversations - Alec Grimsley
- Conflict Management - Thomas Kilman
- Managing Disagreement Constructively - Herbert S Kindler
- 30 Minutes To Deal with Difficult People - Valerie Sutherland and Cary Cooper
- Difficult People - Barry Winbolt