

learning
equals
development

EQV Course Outline



- Managing and Resolving Conflict
- 2 Day

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Managing and Resolving Conflict (2 Day)

Business Benefit

Conflict can be inevitable no matter how well a company is run, and providing people have the skills in place, positive benefits can result from conflict situations.

This course examines how conflict can arise, the various techniques for dealing with it and provides an opportunity for delegates to practice new skills.

Who Should Attend?

- Anyone who is or could be involved in conflict situations and who need the confidence to bring about a positive resolution.

Learning Objectives

By the end of this course you will be able to...

- Understand the root causes and nature of conflict
- Better understand of how personalities can have a bearing on conflict escalation and resolution
- How to recognise and anticipate emerging conflict
- Manage and resolve conflict
- Resolve conflict to produce more positive outcomes
- Identify and deal with behaviours which trigger conflict

Course Content

- The concept of conflict
 - About conflict
 - Conflict indicators
 - Resolving conflict
- Assertiveness and conflict
 - Primary areas of assertion
 - Barriers to assertiveness
 - A checklist for speaking up
 - 7 habits of highly effective people
- The listening leader
 - The 4 agendas of listening
 - Integrated listening
 - Real v Pseudo listening
- Mediation Styles/Techniques
 - 5 Styles/Methods of negotiation
 - 7 steps to resolving conflict
- Situation Conflicts

You may also be interested in

**Assertiveness
Dealing with Negativity**

2010 19-20 Jan • 16-17 Feb • 16-17 Mar • 21-22 Apr • 19-20 May • 16-17 Jun
19-20 Jul • 18-19 Aug • 20-21 Sep • 18-19 Oct • 17-18 Nov • 16-17 Dec

2011 18-19 Jan • 15-16 Feb • 15-16 Mar • 19-20 Apr • 18-19 May • 15-16 Jun

Price: **£790**
per person

The EQV Promise

We ensure that our courses are well received and are delivered by trainers that have actual commercial competency in their chosen subject.

Not only is this essential for our accreditation purposes but it ensures that the trainers will be able to include relevant experiences they themselves have learnt from. This generates appropriate engagement and empathy in the training environment.

When the course is completed we will report back to you about how the training has been received and can indeed evaluate the training right from start to finish after the skills transfer period. This information can come from your account manager who is your main point of contact at all times.

Our Training Centre

Set in the heart of beautiful rolling Leicestershire countryside, our idyllic training facilities not only provide attendees with the perfect environment to concentrate on their individual learning experience but also provide the practicality of ample parking and fully designed and equipped training rooms.

You will be greeted upon arrival by our training coordinator who is your point of contact throughout the day should have any specific queries.

A delicious buffet lunch is provided, catering for a variety of dietary needs.

The EQV Experience

Our training courses take the attendee on a journey of learning and development. Throughout the course everyone is engaged in a stimulating and participative way.

Our courses are designed to encompass many different kind of learning activities making sure they appeal to different natural styles of learning that individuals have.

Activities may include a selection of syndicate work, discussion, pair work, case studies, games, role play, quizzes and presentations.

During the event an individual works on their own implementation plan so that they have a clear plan of how they are going to support their own skills transfer back in the workplace. Whilst it is important for the attendees to enjoy the workshop we want to ensure they apply as much as possible back in the workplace.

