

Working with Conflict



Strategies and techniques for avoiding and managing conflict

Conflict tends to develop in two different situations in the workplace. The first is when there is a struggle for power: a battle to establish status, control or authority. The second is when strongly held values and beliefs are challenged, compromised or go unrecognised. In each of these situations, conflict increases the more the individuals or groups concerned take up 'positions' from which it becomes increasingly difficult to move. This can lead to a hardening of attitudes, an inability to view things from different perspectives and damaging lack of respect. However, conflict can be a powerful and positive creative force. If potential conflict is recognised and well-managed it can lead to a positive exchange of different points of view, an exploration of new ways forward and creative solutions to old problems. This workshop is designed to explore the personal, team and management skills needed to ensure positive and productive conflict management.



The materials supplied with this workshop allow you to deliver a full-day programme (7 hours which can be divided into modules) for up to 16 participants. Multiple Workshop sets can work with larger group sizes.

The core materials are:

- 6 x pre-recorded video clips for use in Session 1 and Session 4
- 4 x sets of 'Character Cards' for use in Session 2
- 1 x set of T-trade experiential activity for use in Session 3
- 1 x Facilitator Manual, including full programme design
- 1 x CD including PowerPoint presentation and Delegate Workbook (in pdf format for duplication)

The T-trade toolbox supplied contains not only the negotiating activity used in this Workshop, but another collaborative cross-team challenge: Post-iT

KEY OBJECTIVES

To understand more about the factors that contribute to conflict, in both aggressive and passive forms

To develop enhanced understanding of your own behavioural style, and that of others, so that you can be more effective in dealing with challenging people and situations

To be able to recognise potential conflict situations and to develop the skills required to avoid or manage these

To practise using a variety of conflict resolution techniques

To develop effective responses to diffuse and deal with potentially angry people and violent situations, contributing to enhanced personal safety

The style of this workshop is highly interactive and is based on small group practical work, reflection and discussion. The design of this workshop means that participants are actively involved in exploring their own experience and learning and not simply receiving instruction and trainer input. Therefore, presentation materials are limited to summary of key points, discussion topics and overviews of theoretical models used in the workshop.

To add the Working with Conflict Workshop to your resource library, contact sales@rsvpdesign.co.uk or call on +44 141 561 0387 or via the RSVP Design website: rsvpdesign.co.uk