

We interact with other people on a daily basis and naturally we don't always agree on everything. The way we deal with such disagreements determines its fate; the disagreement can result in a conflict which uses up time and energy or it encourages creativity and self-growth. Therefore, conflict management skills is a must have for anyone in today's market. The design of this course facilitates understanding conflict, detecting signs of conflict escalation, responding to such signs with appropriate action and finally using effective techniques to resolve the conflict.

What will I cover in the workshop

- What is Conflict?
- How to Handle Conflicts
- How to Manage Emotions
- How to Respond to Escalating situations
- How to Negotiate
- How to Prevent Conflicts



How is the workshop delivered

This workshop is delivered over 1 day and is fully interactive and will include exercises and activities.

What will I gain from this workshop

In this course, delegates learn how to perform conflict resolution, prevent discussions from escalating into conflicts, understand psychological tactics used on them and the best way to respond, negotiate and manage their emotions. Full of examples, exercises, activities and bitesize content, this course helps the delegates to master the art of conflict management.

TalentRidge provide personal development, training, guidance and other support services to a wide range of organisations and Individuals by unlocking talents and helping them to excel in today's competitive environment.

***Our Workshops, Training and Career Development Assessments** are designed to support those who are either new to job hunting, are seeking a career change or for those who wish to build on their existing knowledge.*

"passionate about helping people maximise their potential"

What do I do next

Contact us for further information or to book a place on one of our workshops

Email: info@talentridge.com