



NORTH EAST REGIONAL EMPLOYERS' ORGANISATION

ONE DAY COURSE

CONFLICT MANAGEMENT SKILLS FOR LEADERS

Positive Skills to Manage Conflict with Individuals, Teams and Customers

TUESDAY 7 NOVEMBER 2017, 9.30 am to 4.30 pm (approx.)

VENUE : TO BE CONFIRMED

CONTEXT

Unresolved workplace conflict and interpersonal difficulties have a negative impact on individuals, team dynamics and business performance. Conflict in the workplace can be extremely costly in terms of time, money and staff turnover.

Conflict at work can be avoided or defused by skillful leadership. Managers need to act swiftly and effectively. This course will introduce a range of new techniques, strategies and methods to manage conflict. Learn how to deal with different personalities and adapt your approach to get the very best outcome. As a leader it is important that you understand your own responses so that you can catch situations 'up-stream' and defuse them before they escalate. Managers who lead and inspire, who are sensitive to the needs of their team, will avoid much of the potential conflict in the workplace.

AIM

To equip managers with the understanding, techniques and skills to manage conflict effectively.

OUTCOMES

- ✓ Demonstrate a strong leadership approach to dealing with issues
- ✓ Identify your communication style when dealing with conflict
- ✓ Establish and maintain the trust and confidence of your staff
- ✓ Pre-empt and handle difficult situations
- ✓ Motivate employees and ensure they realise their true potential
- ✓ Understand what's 'getting in the way' for you
- ✓ Think like a 'mediation expert'
- ✓ Understanding personality types and behaviour styles
- ✓ Address the behaviour, not the personality
- ✓ Turn 'battles' into constructive conversations
- ✓ Overcome fear of conflict and confrontation
- ✓ How to manage bullying & harassment
- ✓ Recognise when conflict is brewing and 'nip it in the bud'
- ✓ Work through disagreements step by step
- ✓ Create awareness of conflict behaviours using Karpman's Drama Triangle
- ✓ Use a Meta Model for resolving internal conflicts

- ✓ Use key language skills that will have the most impact for connection and co-operation
- ✓ Avoid the common mistakes when faced with conflict
- ✓ Know what to do if someone gets abusive during an interaction
- ✓ Act assertively to define and hold your own boundaries
- ✓ Achieve desired outcomes

The course is participative and involves discussion in small groups, facilitator input and the use of real examples as learning tools. Talk and chalk is kept to the bare minimum, and participants take away action plans to implement into their area of responsibility.

COURSE FACILITATOR

The course will be facilitated by Mark Millard, Blue Concept Training. Mark is a professional trainer, consultant and speaker, specialising in conflict management, physical intervention training and lone worker safety. Mark has had many years of professional experience in developing and delivering training programmes. He can draw upon his wealth of experience as a trainer and senior manager to make connections with his audience and really get to the root of issues around dealing with conflict in a practical domain. In 2002 Mark launched Blue Concept Training to help organisations to manage conflict, regardless of the context, so that issues are resolved effectively, customers are retained and workers remain safe. Blue Concept Training have established an excellent reputation as knowledge leaders in the conflict management field and for the high impact training programmes which they deliver to both the private and public sector across the UK.

COURSE FEE

The cost of the course will be £120.00 + VAT per delegate. This will include payment for refreshments and seminar notes. **Please do not send payment with your booking form as invoices will be issued after the event.**

BOOKING ARRANGEMENTS

ONLINE at www.nereo.gov.uk
 EMAIL mokeefe@nereo.gov.uk
 FAX completed booking form on 0191 2613971

ALL TELEPHONE BOOKINGS MUST BE CONFIRMED IN WRITING (E-MAIL, FAX OR WEB-SITE BOOKING). PLEASE NOTE THAT ALL BOOKINGS WILL BE CONFIRMED IN WRITING BY NEREO AND JOINING INSTRUCTIONS FOR DELEGATES WILL BE ISSUED APPROXIMATELY 10 WORKING DAYS PRIOR TO THE EVENT. PLEASE NOTE AMENDMENT TO CONDITIONS OF CANCELLATION AS DETAILED ON BOOKING FORM.

Closing Date : Friday 6 October 2017

FURTHER DETAILS

For further details, please contact Maureen O'Keefe on 0191 2613975.