Managing Conflict & Difficult Behaviours
Duration: 1 day

Course Overview

Welcome to the "Managing Conflict & Difficult Behaviours" training program! Conflict and difficult behaviours are inevitable in any workplace, and as a leader or team member, knowing how to effectively manage them is crucial for maintaining a positive and productive work environment. This one-day workshop is designed to equip you with the skills and strategies to address conflict situations and handle challenging behaviours with confidence and professionalism.

During this training, you will learn techniques to identify the root causes of conflicts and understand the different conflict resolution styles. You will practice active listening and communication skills to de-escalate tense situations and foster understanding. Additionally, you will explore strategies for managing difficult behaviours and promoting a culture of respect and collaboration.

By the end of this program, you will be empowered to effectively manage conflicts, diffuse difficult behaviours, and create a harmonious work environment where individuals can thrive and collaborate productively.

Join us for a transformative learning experience that will enable you to navigate conflict situations with ease and master the art of managing difficult behaviours.

Who should attend?

This program is suitable for supervisors, managers, team leaders, and anyone in a leadership or team role. Whether you encounter conflicts and difficult behaviours regularly or occasionally, this training will provide you with essential tools and strategies to manage and resolve such situations effectively. If you seek to enhance your conflict resolution and communication skills, this program is ideal for you.

How certification is earned

Upon successful completion of this course, you will be awarded a certificate of attendance from Expleo Academy.

Related courses

Attendees may also be subsequently interested in
- Providing High Performance Feedback

Prerequisites & pre-reading guidelines

There are no specific prerequisites for this course.

Course Objectives

On completion of this training, attendees will be able to:
- Understand the Nature of Conflict:
    o Identify the common causes and sources of workplace conflict.
    o Differentiate between healthy and unhealthy conflict.

- Develop Conflict Resolution Skills:
    o Learn various conflict resolution styles and approaches.
    o Practice active listening and effective communication techniques.

- Handle Difficult Behaviours:
    o Identify and understand different types of difficult behaviours in the workplace.
    o Develop strategies to address and manage challenging behaviours professionally.

- Promote a Positive and Collaborative Work Environment:
    o Create a culture that encourages open communication and constructive feedback.
    o Foster an environment of respect, empathy, and understanding.

- Manage Emotions and Responses to Conflict:
    o Develop emotional intelligence to navigate emotions during conflicts.
    o Implement strategies to remain composed and constructive in challenging situations.

- Implement Conflict Resolution Strategies:
    o Apply conflict resolution techniques to real-life workplace scenarios.
    o Create action plans for addressing ongoing conflict and difficult behaviour.

Context

In this workshop you will learn techniques to identify the root causes of conflicts and understand the different conflict resolution styles. You will practice active listening and communication skills to de-escalate tense situations and foster understanding. Additionally, you will explore strategies for managing difficult behaviours and promoting a culture of respect and collaboration.

Course Outline

Introduction to Managing Conflict & Difficult Behaviours

- Understanding the nature and impact of workplace conflicts and difficult behaviours
- Differentiating between healthy and unhealthy conflict and behaviour

Developing Conflict Resolution Skills

- Identifying different conflict resolution styles and approaches
- Practicing active listening and effective communication techniques

Handling Difficult Behaviours

- Identifying and understanding different types of difficult behaviours in the workplace
- Developing strategies to address and manage challenging behaviours professionally

Promoting a Positive and Collaborative Work Environment

- Creating a culture that encourages open communication and constructive feedback
- Fostering an environment of respect, empathy, and understanding

Managing Emotions and Responses to Conflict

- Developing emotional intelligence to navigate emotions during conflicts
- Implementing strategies to remain composed and constructive in challenging situations

Implementing Conflict Resolution Strategies

- Applying conflict resolution techniques to real-life workplace scenarios
- Creating action plans for addressing ongoing conflict and difficult behaviour

Training Methodology

This training program adopts an interactive and participatory approach. Participants will engage in group discussions, role-plays, case studies, and practical exercises to explore and apply conflict management principles.

Trainers with expertise in conflict resolution and communication will facilitate the discussions and provide practical insights. The training will create a collaborative and supportive learning environment, enabling participants to share experiences and learn from real-life conflict scenarios.

Contact

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