Leadership & Management Development

3.10 Managing Conflict and Difficult Behaviours

The programmes within this Management and Leadership pillar are not "off-the-shelf" courses. They are designed as a menu of development options that can be combined, adapted and shaped to reflect what is really happening in the day-to-day reality of managing people and performance. What is often framed as a need to "upskill managers" typically reveals a deeper challenge – clarity of role, consistency of behaviour, confidence in decision-making or the ability to lead through uncertainty.

These outlines are therefore best read as catalysts for discussion – prompts to help you reflect on how management is currently experienced across your organisation and what kind of development will genuinely change how people lead, support and hold others to account. In practice, the most effective solutions often draw on complementary elements from across our other pillars – Communication, Personal Development, Business Development and Senior-Level Leadership and Talent Development. Every intervention we deliver is built in partnership with you, around your culture, your people and the outcomes you need to achieve.

Course Overview

Workplace conflict and challenging behaviours can affect relationships, productivity and morale. Leaders must respond confidently, constructively and early to prevent escalation. This practical one-day programme equips participants with techniques to recognise conflict sources, communicate clearly and address difficult behaviours with professionalism.

Participants will learn to manage emotional responses, apply structured conflict resolution approaches and strengthen trust and collaboration within their teams.

Who Should Attend

Ideal for:

- Supervisors, managers and team leaders
- Those responsible for resolving conflict or supporting team dynamics
- Professionals seeking to improve communication and behaviour management

Applicable across all industries and leadership levels.

Context

Conflict is a natural part of working life, yet when handled poorly it can damage trust, productivity and wellbeing. Leaders must be able to recognise emerging tension, respond calmly and support constructive outcomes. Difficult behaviours are often rooted in stress or misunderstanding and require empathy as well as confidence to address.

At Expleo we help leaders manage conflict professionally while maintaining respect and strong working relationships. This programme equips participants with practical strategies to listen, intervene appropriately and restore positive collaboration.

How Certification is Earned

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

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Course Objectives

By the end of this programme participants will be able to:

- Identify common causes of workplace conflict and behavioural challenges
- Differentiate between constructive and destructive conflict
- Use active listening and clear communication to de-escalate tension
- Respond professionally to difficult behaviours
- Use structured conflict resolution techniques to achieve constructive outcomes
- Maintain self-control and support emotional regulation in others
- Encourage an environment of respect, accountability and positive behaviour

Course Outline

1. Understanding Conflict and Behaviour Challenges
- Sources of conflict and signs of escalation
- The role of leader behaviour in resolution

2. Communication for De-escalation
- Active listening and empathic responses
- Clarity, respect and constructive dialogue

3. Addressing Difficult Behaviours
- Identifying patterns and impact
- Practical strategies for behavioural improvement

4. Emotional Intelligence and Self-Management
- Managing emotional triggers with professionalism
- Supporting others to stay calm during conflict

5. Conflict Resolution Techniques
- Structured approaches to resolving disputes
- Encouraging accountability and shared solutions

6. Positive Team Culture and Prevention
- Reinforcing values-based behaviour
- Promoting open communication and early intervention

Training Methodology

Highly interactive learning including:

- Realistic role-plays and group exercises
- Case studies based on workplace challenges
- Facilitator coaching and shared reflection
- Tools for confident conflict engagement

Participants leave prepared to manage conflict and challenging behaviour constructively, reducing disruption and strengthening working relationships.

Contact

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