

# CONFLICT MANAGEMENT

## A one-day workshop

'Conflict' is a word that conjures up many emotions. It is something that most people would prefer to avoid, if possible. Work can be an emotive place. Positive relationships can make your life at work exciting, motivating and challenging, whilst relationships you regard as negative can make your life very difficult and stressful, especially if there is conflict between you and your manager.

This workshop is essential for people who want to understand where conflict can be used to positive effect, how to manage it in working relationships and how to use it as something positive that can stimulate the working environment.

Research has shown that relationships at work are an extremely high motivational factor, significantly more important than salary for a lot of people. It is therefore essential that we invest in relationships and search out new ways to make them better in order to have a more positive influence on our surroundings. By understanding why other people are in conflict we can manage the conversation a lot better, with outcomes managed more effectively so the 'conflict' will add value to the organisation.

This highly participative one-day workshop covers a wide variety of exercises and personal stories, and leaves participants with a clear strategy to identify when they are in conflict with someone and how they will structure their approach to get to a satisfactory outcome.

### LEARNING OBJECTIVES

At the end of the session, participants will be able to:

- Understand their key relationships and the strength of those relationships
- Use their Strengths Deployment Inventory (SDI) profile to identify where to deploy their strengths
- Understand what is important to them and their key stakeholders
- Know how motivational value systems can influence behaviour
- Tailor their communication style to match other people's
- Use proven strategies to resolve conflict with others
- Be more assertive when challenging
- Achieve key personal, departmental and organisational objectives

### FORMAT

This is a one-day workshop that uses the Strengths Deployment Inventory (SDI) as its core learning tool. There is an emphasis not just on learning but on the application of the learning. It is a highly participative programme, with each person sharing their experiences and their challenges and both the facilitator and colleagues in the room providing direction and solutions.

Any questions? Just give **Helen Nuttall** a call on **01582 714280** for a no-obligation discussion about running this workshop for your organisation on an in-house basis, or visit [www.maximumperformance.co.uk](http://www.maximumperformance.co.uk) for more details.

## AUDIENCE

This programme enables individuals to understand motivational and conflict theory. Participants can come from all levels in the organisation, the common denominator being that they should all want to manage conflict more effectively. Whether the participants manage a team or not, they will benefit from this event.

# WORKSHOP OUTLINE

- 1 Where are you now?
  - How effective are your current working relationships?
  - Can I work effectively without input from others?
  - Who do you need to be a success?
  
- 2 The Strengths Deployment Inventory (SDI)
  - Completion of the SDI questionnaire
  - An understanding of the theory
  - A 'trip around the triangle'
  - Predicting relationship interaction
  - Your scores and what they mean in your relationships
  
- 3 Conflict theory
  - What is conflict?
  - The 3 flags of conflict
  - What are your conflict triggers?
  - Your conflict scores plotted
  - The conflict sequence
  
- 4 Conflict resolution strategies
  - Early warning signs
  - Most productive behaviours
  - Least productive behaviours
  - Preventable / unwarranted conflict
  - Review of the dynamic triangle
  - Review of the day, personal learning and action planning