



## Office & Training Solutions Ltd

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### Course Outline

#### Recognise and deal with conflict in the workplace

##### Programme Aim:

This programme will equip participants with the knowledge and skills to recognise and deal with conflict in the workplace

##### Programme Objectives

- Recognise and understand conflict
- Identify different behaviour types and how these impact on conflict situations
- Appreciate how and why conflict develops by examining the stages of conflict
- Understand the different levels of conflict
- Recognise the 3 elements of anger
- Investigate verbal and non verbal indicators of conflict
- Explore different ways of dealing with conflict determining conflict resolution strategies

##### Programme Plan

- The whys & how's of conflict
- Passive, Assertive and Aggressive behaviours when dealing with conflict
- Stages of conflict i.e. discomfort, incidents, misunderstandings, tensions & crisis
- Levels of conflict i.e. Intra-personal, inter-personal, inter-role, inter-group, inter-community and inter-national beliefs
- Competitive, Collaborative, Comprising, Accommodating and Avoiding Conflict
- Thinking, Feeling and Behaviour and their triggers
- PRAT strategy for dealing with conflict

**Target Trainee Profile**

Suitable for all established or new entrant supervisors & managers

**Training Approach**

Tutor input

Group exercises and discussions

Case studies

Customized practice sessions to include coaching and feedback

**Training Duration**

This training is delivered over 1 day