

Conflict Management and Managing Differences Masterclass

Thursday 28th November, UKLA House, Chesham. HP5 1SD

As we interact with the people in our lives it is perfectly natural to fall into conflict. Whether it is a full disagreement, or a simple exchange of viewpoints. The important thing is to understand the situation from both sides and look for common ground so that issues can be, where possible, best resolved.

This course gives delegates some simple insights into why and how conflict arises, some tools to help when it does, and how to look for signs of it occurring so that you can anticipate, act and prevent conflict escalating further.

Defining Conflict – what does it mean, how is it defined in your organisation, why does it arise, and what does it look like?

Cause & Effect – what are the 8 main causes & reasons why it happens, how to understand the positive and negative consequences of conflict?

More Than Words Can Say – identifying non-verbal influencers that can escalate or calm a situation, developing body language that creates trust, keeping control of gestures and breathing.

A Question of Control – how does behavior change during conflict, what tools can help us to with what is going on, recognising and keeping control of our behavior, how to ensure the best possible outcome using a win/win approach.

Some Potential Solutions – the five main strategies for working through conflict, how influencing skills can be used effectively, using scenario examples.

The course is ideally suited individuals working in a sales, marketing, account or customer-facing role. The course would also benefit those working in a back-office or support role looking to develop their career or Senior Managers looking to refresh their skills in this key area.

For UKLA members the course charge will be £295 (+vat) per person. Non-members are welcome to attend at a cost of £395 (+vat) per person.

Venue : UKLA House, Chess Business Park, Moor Road, Chesham. HP5 1SD.

To book, email secretariat@ukla.org.uk by Friday 11th October 2019.

Your Course Director will be Simon Hares.