

Management Effectiveness	
Session Code	ME07
Session Title	Handling Conflict & Difficult Conversations
Topics Covered	What makes some conversations difficult, why we often avoid conflict/difficult conversations and what to do about it
Delivery	Half Day (4 Hours) - tutor led f2f or online sessions
Minimum - Maximum Number of Delegates	1-10
Who will benefit?	Managers at all levels

<p>Content</p> <ul style="list-style-type: none"> ▪ The positive and negative aspects of conflict in organisations ▪ Exploration of how conflict arises ▪ Being assertiveness and cooperative ▪ 5 specific methods of dealing with conflict: - <ul style="list-style-type: none"> ○ Accommodation ○ Collaboration ○ Compromise ○ Competition ○ Avoidance ▪ Practical examples of handling conflict/difficult conversations 	<p>Benefits</p> <ul style="list-style-type: none"> ▪ Learn strategies to prevent conflict situations arising ▪ Learn how to adapt your approach and behaviour to deal calmly and effectively with conflict/difficult conversations ▪ Improve communication between people where conflict/difficulty arises ▪ Gain commitment to cooperate
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