

CiC COURSES

Conflict Resolution Course Outline

What is it?

Facilitating effective conversations.

Who is it for?

Managers looking to feel more confident in discussing problems and issues with staff members.

Course Aims

To provide a better understanding of what is involved in communicating effectively.

To enable attendees to listen effectively and avoid the escalation of issues.

To provide practical communication skills.

Course Content

Course content includes a mixture of presentation, discussion, experiential learning and role play.

- What is conflict and what drives it?
- The effects of misunderstandings
- Emotional intelligence and effective communication in the work environment
- Active listening skills
- The concept of rapport
- The concept of empathy
- The difference between assertive communication and aggressive/passive communication
- Understanding situations where workplace colleagues are experiencing difficulties, effective ways to discuss these and to suggest solutions.

Benefits

Managers feel more empowered to tackle potentially difficult conversations and situations, and are able to intervene at an early stage to avoid these escalating to a more entrenched and challenging extent.

Our Experience

Our CiC trainers understand the importance of identifying and understanding the culture of your organisation. They are specialists in their field and are highly skilled at delivering training across all sectors and to all levels, specialist teams and departments. They have supported organisations and institutions within both the public and private sector from Universities and Schools, to Law Firms, local councils, NHS care trusts, International News Agencies and International Charities.

Costs

Costs are standard at £850 per half day and £1250 per full day.

Additional Information

Groups are usually capped at 15 per group but this is open to discussion for example some of the lunch and learns have been larger!



Want to know more?

Get in touch with CiC using the details below.

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