

Relationship Building and Conflict Resolution

DURATION: One day

SUITABLE FOR: Anyone who interacts with people on a face-to-face basis, where possible conflict can occur. Unresolved conflict impacts on everyone's performance, morale and well being and it is vital to resolve it effectively. This workshop will help you to handle conflict and extreme differences with colleagues, clients or customers, avoiding situations that may lead to irretrievable breakdowns in communication.

Objectives

By the end of the course you will:

- Understand the common causes of conflict
- Recognise patterns of behaviour you may encounter during different interactions
- Be alert to the warning and danger signs of conflict
- Be able to confidently take the main steps to avert or deal with possible conflict
- Have absorbed different techniques to communicate effectively and build rapport
- Be able to create an action plan to support your change in dealing with and resolving conflict

Programme

Introduction & Workshop Objectives

- What we will cover
- Setting personal objectives and priorities

What is Conflict?

- What does conflict mean?
- The causes and how to recognise them
- The effects of conflict

Understanding Challenging Behaviour

- Recognising three types of behaviour
- Understanding different behavioural triggers
- Modifying behaviour
- Influential communication

Managing Conflict

- Recognising the causes of conflict
- Defusing aggression and handling complaints
- Seeking resolutions
- Thomas Kilmann Conflict Model

Resolving Conflict – the Process

- Build rapport
- Seek and understand the facts
- Discuss solutions and possible action
- Negotiate and agree action

Influencing & Persuading

- Barriers to successful persuasion and how to overcome them
- Emotional intelligence and empathy to establish trust and communicate effectively

The way forward

- Taking ideas back to the workplace and putting them into action

For more information or to book please call **020 7256 6668** or email enquiries@gbclearning.co.uk