

Handling Conflict & Emotions

Overview

This programme focuses upon one of the inevitable behaviours of work pressure today. However, it can be constructive or destructive and Managers need to recognise signs which will enable them to implement actions to achieve win-win outcomes.

High-level aims are to :

- Enable delegates to recognise sources of conflict & emotion.
- Discuss the impact on performance at Individual, Unit and organisational levels.
- Consider techniques to resolve conflict and emotion.
- Practice remaining calm and objective in the face of strong emotion.

Interactive content with strong focus on delegate contribution and work based practical application of key learning's. This programme uses a variety of work and life based scenario's and also requires delegates to share their own experiences in a safe environment.

Content

What is Conflict and Emotion ?
Where does it exist ?
Handling your own reactions
Remaining calm
Creative or Destructive ?
Self-assessment
Recognising Signs
Techniques and Principles
Simulation Practice
Non-Verbal behaviour
Review and Commitments

Activities cover : Pre and post course delegate activity

Duration 1 Day

Location Flexible



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