



Resolving conflict in the workplace

Rationale

The positive side of conflict can be used to good effect in helping to develop a creative and innovative culture in the workplace. The negative side of conflict, at least can be annoying and at worst destructive as it diverts time and energy away from the real objectives of the business. Situations that are left unresolved can ultimately end up in costly tribunals which use up valuable financial and emotional resources. The process and skills of mediation can help managers to resolve workplace disputes ranging from relationship difficulties to resourcing issues.

Target Audience

Anyone interested in managing and resolving conflict in the workplace.

Duration: 1 day

Indicative Content

- Cost of conflict to organisations (some interesting statistics)
- What effect does conflict have on organisations (internally and externally)
- Defining conflict
- An organisational / department / team health check
- Obstacles to addressing conflict
- Methods and outcomes for dealing with conflict
- Using mediation skills to help managers manage more effectively
- Tips for turning destructive conflict into constructive conflict

Facilitators

Our facilitators are trained mediators who have many years of experience in dealing with various aspects of conflict resolution in the workplace, ranging from policy and procedure development to mediation and negotiation training.

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