



OBT

OBT Course Outline

CONFLICT MANAGEMENT

Main Aims and Key Benefits:	<p>Managing conflict in the workplace can be difficult even for experienced managers.</p> <p>As well as considering some of the potential causes and consequences of conflict, this half day programme explores how conflict can develop and the effect it can have. It also considers conflict handling styles and how a collaborative approach can help to resolve these difficult situations.</p>
Course Content:	<ul style="list-style-type: none">▪ Definition of conflict▪ Examples of conflict in the workplace and potential consequences▪ Possible causes of conflict and the stages it may follow▪ A proactive approach to preventing conflict▪ Conflict handling styles▪ Adopting a collaborative approach
Training Methods:	<ul style="list-style-type: none">▪ Presentations▪ Syndicate exercises▪ Group discussions
Who will benefit:	Line Managers and Supervisors
Duration:	½ day
Certification:	OBT and Progressive Training
Training Provider:	Progressive Training