

## Managing Conflict

Unfortunately, we don't need a sentence to explain to you why conflict management is a necessary skill – we've all seen situations spiral out of control, where the very future of an organisation was jeopardised by unresolved conflict. This workshop takes a novel approach by encouraging participants to notice and resolve the un-met needs of others before a conflict blows up. We use video and role-play to develop practical skills for dealing with tension. Rather than 'brushing conflict under the carpet' so that it simmers and flares up again later, we enable you to generate real and lasting harmony.

### Overview

<b>Type of Learning:</b>	Workshop
<b>Suitable for:</b>	These are essential life skills that are important for everyone
<b>Duration:</b>	2 days
<b>Key Question:</b>	How can I be proactive in generating peaceful and harmonious relationships?
<b>Expected Outcomes:</b>	Not only will you be more equipped to deal with conflict when it emerges, but you will also be much more proactive in heading off problems before they result in breakdown in relationships
<b>Content Information:</b>	<p>The workshop will equip you to do the following:</p> <ul style="list-style-type: none"> <li>➤ Identify the forms and causes of conflict in your personal environment</li> <li>➤ Assess your own response to conflict situations and adopt a 'win:win' approach</li> <li>➤ Use the strategy provided to process personal anger or irritation in a constructive way</li> <li>➤ Choose an appropriate strategy for dealing with situations where people won't 'play fair'</li> <li>➤ Choose the path of forgiveness even when it's difficult</li> <li>➤ Recognise the signals which warn that tension is escalating and may lead to hostility</li> <li>➤ Choose an appropriate strategy for de-escalating or cooling hostility</li> </ul>

**Other Information:** If the training is being run in-house, Bible study sessions can be included if desired.

## Contact Us

For further information about this solution, or to receive a formal proposal, please contact [info@theleadershipteam.org](mailto:info@theleadershipteam.org)