

# Managing Conflict & Change

A one day course for Managers

This course will provide you as a manager with practical support and guidance to build a personal plan of action and strategy for change in the workplace. You will identify how and when situations can turn into conflict and how you can use your power of influence and communication style to achieve a successful outcome.

## Who should attend?

- Managers, team leaders / project managers who need to set and lead change and support others through the process.

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Course content	Course outcomes
<ul style="list-style-type: none"><li>• The process of change</li><li>• Taking a systemic view of change</li><li>• Analysing the pros and cons of change using the Force Field Analysis model</li><li>• Techniques for conflict self assessment</li><li>• Impact of change on people – triggers, emotions and behaviours</li><li>• How people experience change - the change curve</li><li>• Conflict management styles</li><li>• Structured communication model for dealing with conflict</li><li>• Managing change in yourself and others</li><li>• Action Plan</li></ul>	<p>By the end of the course you will be able to:</p> <ul style="list-style-type: none"><li>• Take a systemic view of change to understand the wider issues and impact</li><li>• Analyse the benefits and weakness of a change project</li><li>• Identify strategies as a manager to support others through change.</li><li>• Manage conflict appropriately according to the situation</li><li>• Know your own preferred method of dealing with conflict, the impact this has on the situation and others</li><li>• Use a structured communication technique to manage conflict</li><li>• Identify the next actions you need to take to deal with change</li></ul>

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