

Duration: 1 day

Aims: To develop the core skills to communicate confidently with staff in any situation and be able to manage conflict and resolve disputes effectively.

By the end of the course, delegates will:

- Understand the stages of conflict and how to resolve issues effectively
- Understand their role in creating a positive working environment
- Explore Emotional Intelligence and how our behaviour affects others
- Develop positive relationships by building trust and rapport within their teams
- Communicate expectations effectively and give and receive feedback responsibly
- Have practiced techniques for having difficult conversations
- Have practiced tools and techniques to recognise potential conflict and ensure a positive outcome
- Know how to motivate and empower staff
- Boost their confidence as a manager
- Create an action plan to implement back in the workplace

Content

Effective Communication

- Communication Styles
- Individual differences and conflict
- Emotional Intelligence
- Spotting conflict triggers in self & others

Getting the most from people

- Win-Win conversations
- Motivating others
- Situational Leadership

Conflict

- Causes
- Responses
- Preventing
- Resolving

Feedback & Difficult Conversations

- Giving structured constructive feedback and praise
- Managing difficult situations effectively

Action Plan for Success