

# THE IN-HOUSE TRAINING COMPANY

## Conflict management

### Overview

Conflict is a word that conjures up many emotions. It is something that most people would prefer to avoid, if possible. Work can be an emotive place. Positive relationships can make your life at work exciting, motivating and challenging, whilst relationships that do not hold value to you could make your life very difficult and stressful, especially if there is conflict between you and your manager. This course is essential for people who want to understand where conflict can be used to positive effect and how to manage conflict in your working relationships and see it as something positive that can stimulate the environment.

Research has shown that relationships at work are an extremely high motivational factor, and for a lot of people it has a higher importance than salary! Therefore, it is essential that we invest in relationships and search out new ways to make them better in order to have a more positive influence on our surroundings. By understanding why other people are in conflict we can manage the conversation a lot better, with outcomes managed more effectively so the 'conflict' will add value to the organisation.

This participative event will cover a wide variety of exercises and personal stories, and leave course participants with a clear strategy to identify when they are in conflict with someone and how they will structure their approach to get to a satisfactory outcome.

### Learning objectives

This is a workshop that targets anyone where conflict needs to be managed and cannot seem to resolve it, whether internally or externally. At the end of the day, participants will:

- Know their key relationships and the strength of those relationships
- Complete the Strengths Deployment Inventory (SDI) to identify where you deploy your strengths
- Understand what is important to you and your key stakeholders
- Know how motivational value systems can influence behaviour
- Tailor your communication style to match that of your opposite party
- Know conflict strategies to resolve conflict in others
- Learn to be more assertive when challenging
- Achieve key personal, departmental and organisational objectives

### **Who should attend?**

This programme enables individuals to understand motivational and conflict theory. Participants can come from all levels in the organisation, the common denominator being that they should all want to manage conflict more effectively. Whether the participants manage a team or not they will benefit from this event.

### **Course format**

This is a one-day workshop that uses the SDI as its core learning tool. There is an emphasis not just on learning but on the application of the learning. It will be highly participative, with each person sharing their experiences and their challenges and both the facilitator and colleagues in the room providing direction and solutions.

### **Expert trainer**

**Cyrus** is Managing Director of Maximum Performance, specialists in individual, team and organisational performance. An enthusiastic and extremely competent trainer and facilitator, he is an outstanding communicator, with over 27 years' experience in the L&D field. He has worked for a range of private and public sector organisations, with his later years spent within the Ministry of Justice, as an internal L&D consultant. Cyrus works through the whole L&D piece, from consultancy to design, to pilot and delivery to evaluation. He delivers both public and bespoke interventions to clients such as Thomson Reuters, The BBC, Legoland Windsor and Mouchel, to name a few. He is passionate about coaching and his style is very engaging but challenging when required. See what course participants and learning and development managers say about him:

'Cyrus was fab – as usual.'

*'Building a Customer Mentality' course participant, Inter-Hannover*

'This session was exceptionally brilliant. The trainer drew me out of my shell.'

*Graduate Development Workshop participant, Mouchel*

'We used Maximum Performance to design and deliver leadership skills for our people managers at LEGOLAND Windsor. We were pleased with the structured approach which provided a parallel process to our Team Leader training activities. Maximum Performance also helped incorporate some new training techniques we wanted to try such as Forum Theatre. It provided a powerful and memorable alternative to role play with excellent feedback from our managers.'

*Head of Learning & Development, Legoland*

'I have had the pleasure of working with Maximum Performance (and Cyrus Cooper in particular) to deliver a coaching programme across the Big Lottery Fund. We co-constructed and piloted the programme to skill managers in the basics of coaching and create a programme of development for Senior Leaders to also build their coaching skills. What Cyrus delivered was a programme that impacted

on us with a huge amount of insight, interest and invigoration around coaching as a key skill in our leaders, managers and talent programme participants. We are about to launch our own internal coaching network that will continue and spread the great work Cyrus did for us.'

*Perry Timms, Head of Talent & Organisational Development, BIG Lottery Fund*

## Workshop outline

### 1 Where are you now?

- How effective are your current working relationships?
- Can I work effectively without the input from others?
- Who do you need to be a success?

### 2 The Strengths Deployment Inventory (SDI)

- Completion of the SDI questionnaire
- An understanding of the theory
- A 'trip around the triangle'
- Predicting relationship interaction
- Your scores and what they mean in your relationships

### 3 Conflict theory

- What is conflict?
- The 3 flags of conflict
- What are your conflict triggers?
- Your conflict scores plotted
- The conflict sequence

### 4 Conflict resolution strategies

- Early warning signs
- Most productive behaviours
- Least productive behaviours
- Preventable / unwarranted conflict
- Review of the dynamic triangle
- Review of the day, personal learning and action planning

## Any questions?

Please just give us a call on **01582 463463** – we're here to help!

Or visit [www.theinhousetrainingcompany.com](http://www.theinhousetrainingcompany.com)