

Managing Confrontation

Courses and Coaching

Outline

Confrontation can be both inefficient and painful – or extremely productive. In busy working environments, it is especially important that confrontation becomes a positive force for good: benefitting working relationships, improving people's ability to work efficiently and increasing performance.

The cost of managing confrontation poorly can be severe, yet leaders and managers often remain without any training in dealing with conflict in their teams. Team-members, too, may be left without the learning they need to manage difficulties, so that situations escalate unnecessarily.

The number of formal proceedings as a result of confrontation at work is increasing as people recognise the damage that can be inflicted by poor communication. Culturally, our awareness of conflict is rising, and there is increasing pressure to find solutions when difficulties occur.

In this working climate, it is more important than ever to give people the tools they need to manage confrontation effectively – at best, to transform confrontation into a positive force for improvement.

'Given me the skill to truly listen... This really does give you an insight into the cause of conflict and how to resolve it.'

Government Agency Leader

Course Aims

- To increase skills in managing confrontation;
- To find early solutions to conflict;
- To focus on people, without losing a focus on performance.

Learning Objectives

- How to manage confrontation when it affects oneself personally;
- Increase one's ability to de-escalate problems for others;
- Find quicker solutions across differences;
- Avoid mistakes and failed targets through better communication;
- Say 'no' to demands, while hearing what the other person is saying;
- Informal mediation for resolving difficulties between others;
- Know how to meet one's own needs, while taking the needs of others into account;
- Foster trust and harmony in a working environment.

'The sessions that your trainers lead seem to have a deep and lasting effect on the participants.'

Manager, NGO

Further details

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What course delegates say...

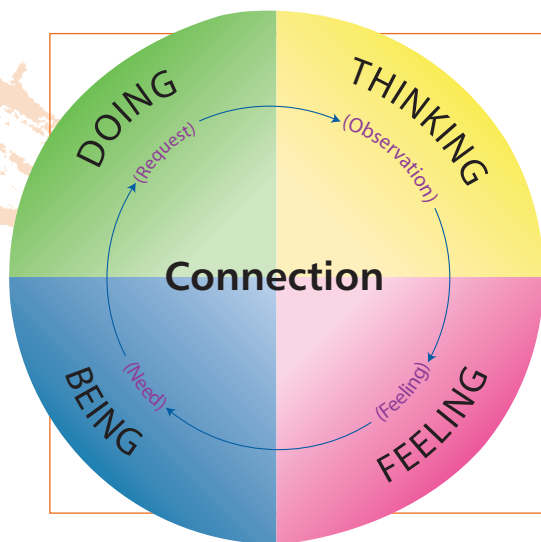
'A total rethink on how to avoid and deal with conflict.'
Healthcare Professional

This group is very heterogenous and demands sophisticated teaching skills – we both found [your trainer's] approach engaging and innovative, which succeeded in creatively combining theory and practice.

University Professor

'[Your trainer] was not merely presenting techniques, but creating the context to allow participants to elaborate and develop their own technique... That approach led to a high degree of "ownership" of methods and techniques, which proved to be more effective than the "off-the-shelf" techniques presented by other communication consultants...'

Private Sector Leader



Needs-based Negotiation

Successful communication is essential for any enterprise. However, communication is much more than what we say. It encompasses also our thinking, attitudes and emotions, as well as our values, needs, actions and behaviour. The uniqueness of our approach is to encompass all aspects of a person, going beyond the words to a greater understanding of ourselves. On this basis we become increasingly perceptive to the situations and people around us, and better able to make necessary judgements and choices demanded of us in our work. Our ability to listen improves, and we become much more flexible in our attitudes to others, increasingly able to respond with kindness and efficiency, finding our own authentic ways to express ourselves at our best.

Approach and Methods

The atmosphere of the course is relaxed and enjoyable, and the learning both stimulating and thought-provoking. Activities include interactive exercises, discussions, personal reflection and small-group role plays. As well as working from a specially tailored course handbook, participants will use examples from their own experience as a means to gain first-hand and embedded understanding of the processes of communication. This means that participants explore issues that are current for them in a supportive environment – a process that can be both challenging and illuminating.

Central Model

The central model is an adaptation of Nonviolent Communication™, a process developed internationally in high-conflict situations for mediation and reconciliation. It is excellent for promoting effective and efficient communication, establishing blame-free working conditions, and resolving difficulties and conflicts when they arise. It also fosters an atmosphere of openness and trust between colleagues, partners and customers which radically increases the quality of working lives and has a dramatic impact on performance.

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