

## Managing conflict

### Objectives:

#### Apply what you learn during and after this workshop and you will be able to...

1. Take appropriate personal responsibility for your role in conflict generation and resolution.
2. Recognise more alternatives than you have done before as responses to conflict situations.
3. Learn from conflict you observe or are in the midst of, and thus use new skills and competences.
4. Do even a little more to channel positively the energy that controlled conflict can produce.
5. Select and use appropriately whichever or all (!) of the six types of assertion when needed.

#### During the workshop we will explore the nature of conflict and will work on questions like these:

Why are you here? What do you want to do that will help you manage conflict more effectively?

What conflict have you personally experienced? How did you feel? What did you learn from this?

How good are you at identifying, and responding appropriately, to emotions in others?

What makes you angry? How does this show? Can you control this? What works for you?

When have you caused conflict? What happened? How did you feel? What did you learn?

What learning have you gained from or past organised events involving conflict that you can share?

What conflict do you have to manage at work? Which of these are most serious? Why?

What are the sources or causes of conflict at work? What are the effects of these?

Who have you seen manage conflict most competently? What did they do that impressed you?

How can conflict be a positive force? Is this how it is seen within your organisation?

On the other hand, why is conflict so often harmful? What are its negative effects?

What specific personal skills and competences are required to manage conflict well?

What need we discuss on and around non verbal communication as it relates to managing conflict?

Which of the above personal competences do you have now, and which need to be developed?

What other, specific, relevant issues do you want to raise, or questions do you want to ask?

What will you do as a result of this to make it all worthwhile?

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