



Corinium
Training

Conflict Resolutions

Duration: 1 day

Whose is this for?

This course is aimed at anyone who wishes to resolve conflict in a positive way and learn from it.

Content:

- identify the causes and types of conflicts you face – interpersonal, departmental, value based, policy based etc
- clarify the different options for dealing with conflict – ignore or withdraw, force, smooth, collaborate
- discuss and decide the best approach for each type of conflict.
- Look at conflict patterns and how to intervene at the right time with the right intervention

Delivery:

We can deliver this course either on a 1:1 or Group basis with a choice of virtual or face to face delivery (we can even tailor the content to suit your culture, values, branding etc)