

Conflict Management In Leadership

½ day, non-residential.

Overview

Our ‘Conflict Management In Leadership’ training module is designed to be run stand-alone or to complement an existing leadership development programme.

The supplied courseware includes delegate notes, handouts and other training aids. Courseware is fully customisable, and adaptable to allow for delivery over either ½ or 1 day.

This module is specifically aimed at leaders within organisations rather than managers, considering the impacts of conflict within organisations, the need for a strategy to channel conflict constructively, and focusing attention on appropriate leadership styles and interventions.

Course content (key themes)

- Organisational and regulatory contexts of conflict
- Organisational impacts and responses through the life-cycle of conflict
- Defining and enabling appropriate channelling of constructive conflict
- Developing others to become effective managers of conflict
- Conflict and the ‘new science of happiness’
- Defining a conflict management strategy
- Evaluating the effectiveness and impact of conflict management strategy

Who should attend?

The module is intended to be delivered to individuals holding or preparing for a leadership role.

Integration with other training

The course programme can stand-alone or be integrated with other training: standard courseware may be customised to suit a customer’s need, and be offered as a “drop-in” module for established management development programmes.

Benefits for delegates



By attending the course, attendees will be able to:

- Increase team productivity and motivation
- Ensure that conflict is channelled appropriately
- Limit the potential for damage to reputation
- Integrate Conflict Management strategy with the organisation's needs and priorities.

Deliverables

- Delegate Notes (A4 or A5 filofax format and/or CD-ROM)
- Book: 'Managing Conflict at Work' (one copy per delegate)
- Delegate Certificates.

Prerequisites for delegates

No prior knowledge of conflict management strategy is required.

Course syllabus

- The true cost of conflict
- Conflict interventions and options
- Channelling constructive conflict
- Minimising harmful conflict
- Leading teams through conflict
- Conflict management and strategy.

