

Bio
Pharma
Chem

Skillnet,

Conflict Management



Delivered by:



bpcskillnet.ie
training@bpcskillnet.ie

Conflict Management

Conflict naturally occurs in every workplace but it can have a toxic effect if it is not effectively handled. People with different personalities or competing agendas can lead to the festering of personal animosity. Recognising hot spots and having good conflict management techniques will lead to less stress and a healthier working environment. This course helps you to learn how to diffuse tension and resolve conflict when tempers flare at work.

Who should attend?

This Conflict Management workshop is aimed at individuals who wish to:

- Understand what triggers conflict and prevent it happening
- Deal with conflict in the work environment
- Build more harmonious relationships with clients and colleagues
- Equip participants to deliver difficult messages effectively while coping with awkward behaviours
- Increase confidence and reduce stress when dealing with differences of opinion at work

How will you learn?

This course involves an interactive workshop format and will consist of a mix of:

- Teaching by an expert trainer using a variety of quality learning materials
- Group and individual learning activities
- Group discussion
- Role plays of real-life conflict scenarios

The Programme

- How to apply effective interventions to conflict scenarios – recognise the triggers well in advance
- Preparing to communicate – what people want – 5 elements that the receiver of a difficult message needs satisfied and how to meet them
- Structuring your message – reviewing the structures for delivering a message and its practical application
- Internal statements – examining internal statements and how our thoughts affect our actions – how to overcome this
- Communicating negative feedback without causing undue hurt
- Dealing with difficult individuals
- Behaviours in conflict – fight-flight
- Building your confidence, knowledge and skill to effectively communicate with others
- Identifying the best way to relay information
- How to be proactive and assertive when dealing with conflict
- How to quickly diagnose a conflict, develop effective responses and create a prompt resolution

This training is delivered on behalf of BioPharmaChem Skillnet by Irish Business Training Ltd. For further information please contact training@bpcskillnet.ie or phone 087 997 0848

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