



## Managing Conflict

**Conflict can seriously damage the reputation and success of your team or organisation. At the most senior levels, disputes can literally divide an organisation in pieces, but wherever conflict arises it creates a tense, unproductive and potentially toxic work environment.**

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Individuals and teams who can resolve conflict are a precious resource. Therefore, since business success relies on successfully overcoming problems, most business leaders would want their people to have the skills to resolve conflict skilfully. Effective conflict management is valuable at every level – for boards, governing bodies, teams, customer-facing staff, deal-makers and finance departments. It creates better workplace relationships, more confident, empowered and motivated teams and improved productivity, while also preventing unnecessary costs of time spent on HR, disciplinary and litigation issues. This programme offers an effective and collaborative approach for achieving fast, successful and cost-effective win-win solutions for all. It provides delegates with the skills, knowledge and awareness necessary to take a positive and constructive approach to managing conflict.

**This course is ideal for** anyone who frequently has to handle workplace conflict (and since we all have to deal with conflict sometimes, it's a valuable course for everyone in your organisation).

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**By the end of this course, delegates will be able to:**

- define conflict and identify how to spot it
  - explain why conflict is so hard to resolve
  - identify the stages of conflict and the five methods of dealing with it
  - follow the specific strategies for managing conflict.
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### **Delivery designed around you**

Our delivery style is fun, interactive and dynamic: we believe that everyone learns more efficiently when they're enjoying themselves! By developing delegates' knowledge and understanding and providing tools and strategies for transferring their learning to the workplace, our workshops quickly increase your people's effectiveness.

Programmes can be tailored to your exact needs and delivered as full- or half-day workshops or as separate modules, depending on the outcomes you want to achieve. We also offer follow-up coaching for individuals and teams. It's our mission to give excellent returns on your training investment with real value for money and flexible, friendly delivery.

To discuss further how we can support with your team's communication, Contact Lisa or Adrian at LPD.

Call: 07802 791649

Email: [office@lpda.co.uk](mailto:office@lpda.co.uk)

[www.lpda.co.uk](http://www.lpda.co.uk)