



OBT

OBT Course Outline

12. CONFLICT MANAGEMENT

<i>Main Aims and Key Benefits:</i>	<p>Managing conflict in the workplace can be difficult even for experienced managers.</p> <p>As well as considering some of the potential causes and consequences of conflict this 1 day programme explores how conflict can develop and the effect it can have. It also considers conflict handling styles and how a collaborative approach can help to resolve these difficult situations</p>
<i>Course Content:</i>	<ul style="list-style-type: none">▪ Definition of conflict▪ Examples of conflict in the workplace and potential consequences▪ Possible causes of conflict and the stages it may follow▪ A proactive approach to preventing conflict▪ Conflict handling styles▪ Adopting a collaborative approach
<i>Training Methods:</i>	<ul style="list-style-type: none">▪ Presentations▪ Syndicate exercises▪ Group discussions▪ Role plays
<i>Who will benefit:</i>	Bursars, Assistant Bursars, Heads of Department, Senior Team Leaders, HR managers
<i>Duration:</i>	1 day
<i>Certification:</i>	OBT and Progressive Training
<i>Training Provider:</i>	Progressive Training