

Conflict Management Programme

In work situations there can be challenge, confrontation and criticism. There may also be an expectation that you are actively involved in this interaction. This is an opportunity to explore this from all sides.

AIM:

To examine some of the issues which can arise through conflict, confrontation and criticism.

Participants will be encouraged to bring examples and to apply their thinking to their own particular work situations.

OBJECTIVES: By the end of the programme participants will have had the chance to:

- Study how people work together.
- Introduce and practice some skills which can assist effective working relationships.
- Discover how they come across to others in a variety of situations.
- Work towards conflict resolution.
- Deal with situations assertively.

This course can be adapted to either a half or full day input.

Bookings and further information about this and all the other training programmes offered by Interface Training Ltd. can be obtained from Maggie Murray Harris (Director), Interface Training Ltd. - Telephone: 0131 554 2892 (office) / 07711 703810 (mobile) or E-mail: maggie@ukgo.com