



# CONFLICT RESOLUTION TRAINING

CONFLICT IS INEVITABLE: PEOPLE DISAGREE. PEOPLE ARGUE.  
THERE IS CONFLICT

Conflict Management is a way of resolving instances of disagreement or discord early by means of skilled communication and negotiation. People need to be trained to find an early resolution to the issues and understand how to defuse any situation before it gets out of hand.

## DO YOU AND THOSE AROUND YOU HANDLE CONFLICT WELL?

Some people mishandle conflict by using methods of communication that are too strong, others are not strong enough and some people may simply run away and hide from situations where there is conflict. Do you recognise yourself or your colleagues in this scenario?

The way forward is to become a 'Rational Conflict Manager'.

Learn how to manage conflict situations rationally, logically, confidently, proportionally and quickly.

## COURSE DETAIL:

This 1-day course is designed to meet your individual company needs and concerns to ensure your targets and performance are met.

We support the development and learning of:

- Giving and receiving feedback
- Managing workplace conflict
- Dealing with customer conflict
- Managing difficult conversations
- Conflict resolution

## 1 DAY COURSE

Course Price

**\$1500 + VAT**

per day for up to 10  
delegates



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## COURSE OBJECTIVES

On this course, you will learn how to confidently and effectively handle conflict situations and difficult people to ensure a harmonious outcome

If...

- YOU say to yourself “I know what I mean but I can’t explain myself”
- YOU believe that conflicts are based on miscommunication
- YOU have difficulty dealing with strong, confident or emotional characters
- YOU lose your temper and make the conflict situation worse
- YOU leave incidents and hope the situation will resolve itself
- YOU are unsure when to compromise

If any of the above descriptions describes YOUR Culture, then the course is for YOU

The benefits of this conflict management course are:

- YOU will be able to put yourself in a position where you are understood
- YOU will know how to communicate with those around you
- YOU and those around you will feel more confident in any situation
- YOU will get the best possible result from all situations with minimum fuss in the shortest time
- YOU and those around you will avoid the expense, peril and emotional turmoil of badly managed situations and find a middle ground
- You will feel happy to handle conflict situations involving even the most difficult people.

## BENEFITS OF THIS COURSE

1. You will feel more confident during all conflict situations.
2. You will get the best possible result from the situation with the minimum fuss, in the shortest possible time.
- 5, You will avoid all the expense, perils and emotional turmoil of a badly managed conflict situation.
- 4 You will feel happy to handle conflict situations involving even the most difficult people.



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## HOW WE DELIVER THIS:

The course is delivered in-house, in your own setting and is interactive, challenging and relevant. We give clear guidance, support and explanations within this safe learning environment, giving concise feedback to support the development of the skills of individuals to deal with conflict and pressure.

Delegates leave the day with an insight of their own methods of dealing with conflict and an understanding of how to diffuse situations confidently, in a clear, rational and assertive way.

We do not believe in putting people in a situation where they may be embarrassed by demanding that they perform in front of the group or by sharing experiences. You can relax, be part of this course, be at ease, be yourself and be ready to learn new skills!

## COURSE FEEDBACK FROM SATISFIED CLIENTS:

**“Training course content is rich and complete”**

**“Very relevant and useful for my day- to-day leader / manager role”**

**“Really useful concepts and ideas that helped simplify a large amount of relevant content into easily memorised theories”**

**“Professional, clear and motivational trainers”**



To discuss your training requirements or for further information please  
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or email :

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