



WEBINAR MANAGING CONFLICT

A CONCISE AND HARD HITTING WEBINAR ON... MANAGING CONFLICT & DIFFICULT CONVERSATIONS

Key Focus Areas

- What Does Conflict Mean For You?
- Conflict Behaviours
- The Importance of 'Trust'
- Conflict Triggers
- Roles in Conflict
- Attitude
- Collaboration (Assertiveness Vs Co-operation)
- Methods for Managing Conflict
- Understanding the Impact of Emotional Intelligence
- Handling Difficult Conversations
- A Behavioural Model for Managing Conflict

Budget

- £100 / person (1-10 persons)
- £ 80 / person (11-20 persons)
- £ 70 / person (21-30 persons)

Duration

- 2 hours - made up of.....:
 - 2 x 45 mins content sessions
 - 1 x 15 minutes comfort break.
 - 1 x 10 mins Q&A

Who Should Attend

- Negotiators
- Sales
- Customer Facing Teams
- Management Teams
- Executive Teams
- Anyone who has to manage conflict

What's Included

- Facilitated Content
- Two Dedicated Facilitators
- Follow Up PDF *Postscript* of Content
- Video of session (on request)