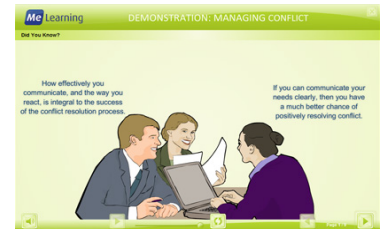


# Managing Conflict - Children's Services

## Introduction

Conflict and disagreement in groups is part of normal group development. In the event that conflicts or disagreements arise with another service (or individual), it is very important to know how to quickly resolve the situation.



## Audience

This course is intended for all staff.

It is intended for all people who want to improve their knowledge and continue their professional development.

## Objectives

This course will enable you to:

- Learn the five main styles of dealing with conflict
- Identify the three main ways in which people behave during conflict
- Identify the styles you tend towards when conflict arises
- Resolve conflict using effective communication techniques
- Improve your listening and responding techniques during a difficult situation
- Identify effective ways of negotiating positive solutions to conflict

## Content

Here are a few of the topics covered in this course:

Assertiveness and cooperativeness | Five conflict styles | Individual conflict style | Competing – 'My way' | Collaborating – 'Two heads are better than one' | Compromising – 'Let's make a deal' | Avoiding – 'I'll think about it tomorrow' | Accommodating – 'It's my pleasure' | The best style? | What matters? | The groundwork for resolution | Effective communication | Assertive communication | Learn from the other person | Put yourself in their shoes | Active listening techniques | Respond effectively | It's Hazel's problem | What's the problem? | Taking the right action | Negotiate resolution | The best outcome | Mediation