

MANAGING CONFLICT AND MEDIATION SKILLS

1 DAY PROGRAMME
DESIGNED FOR TEAMS &
DELIVERED ON-SITE



IRISH TIMES
TRAINING



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COURSE OVERVIEW

Conflict exists in every workplace and it can be uncomfortable and cause upset.

Indeed, one of the leading causes of workplace stress is unresolved conflict. If well managed however, conflict can bring about many positive outcomes such as clearer understanding of teams and their needs, trust and authentic working relationships.

Many managers are daunted when conflict occurs and try to avoid it and this can have detrimental effects on teamwork, productivity and performance which can lead to negativity and lack of motivation.

Learning the skills of conflict management and mediation can support staff/managers to gain confidence in working with staff/colleagues to resolve issues as they arise, allowing for everyone to benefit from a safe and open workplace.



COURSE CONTENT



This one-day programme is designed to allow participants examine their own responses to conflict and identify the impacts of these responses in conflict situations. Through raising self awareness, participants can acquire the skills to develop healthy responses to conflict in order to build trusting working relationships and high performing teams.

Participants will also learn the steps for mediating between parties so that conflict can be resolved locally and early in a way that supports trust and healthy working environments.

This course is suitable for trainee Managers, experienced and senior Managers.

CONTENT

- Causes of Workplace Conflict: How does conflict arise? What are the triggers of conflict and how can they be managed?
- Managing Conflict in the Workplace
- Responses to Conflict: Identifying participant's own default behaviours in times of conflict and their impact on outcomes
- Communication Skills for Safe Work Environments & The Principles of Compassionate Communication
- Emotional Intelligence and Using Self-management Techniques in Difficult Conflict Situations
- Mediating between Parties: The Steps of Effective Mediation in the Workplace & Positive Outcomes of Mediation for Workplace Wellness; Mediation as a Learning Process
- Personal Action Plan: Step by step actions to take to improve conflict management skills

ABOUT IRISH TIMES TRAINING



Irish Times Training (ITT) has been in the professional development and education business for over 40 years. As a subsidiary of The Irish Times, we work with a broad range of people and organisations to deliver the highest quality Business, Management, Digital Marketing and Personal Development programmes.

Our objective is to ensure that you leave ITT with the knowledge, skills and confidence to progress your career and have a solid foundation on which to build and continue to grow your potential.

At ITT, we pride ourselves on keeping ourselves “a step ahead”. We do this by working with our panel of experts to regularly update course content and ensure that you are getting real-time feedback on what is happening in industry. Providing up-to-date case studies is a key feature of our classroom-based courses.

Your studies will be thought provoking, challenging, interesting and exciting. We are committed to supporting you in an active and immersive learning environment that encourages you to implement what you learn in the classroom and to engage with both expert trainers and other students.

A grayscale photograph of a person's hands writing on a notepad. The hands are positioned in the lower right quadrant of the image, with the right hand holding a pen and writing on a piece of paper. The background is dark and out of focus.

IRISH TIMES TRAINING

TRUSTED, CURRENT, EXPERT

ANY QUESTIONS?

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