



## CONFLICT MANAGEMENT FOR MANAGERS™

In an increasingly uncertain and volatile world, managers and leaders are dealing with conflict, change and crises on an unprecedented scale.

This innovative course delivers the skills, competencies and strategies which will enable your managers and leaders to understand conflict and to be able to manage it effectively.

TCM's expert trainers offer a unique insight into what conflict is, how it happens, why it happens and how managers and leaders can manage it effectively. Throughout the course, delegates will develop practical tips and guides to secure a constructive resolution to conflicts in the workplace.



## BENEFITS

On attending the course delegates will:

- ✔ Understand the nature of conflict including the cultural, systemic, situational, emotional, relational, and psychological factors that can cause or perpetuate conflict at work.
- ✔ Understand the life cycle of a conflict and develop strategies for managing conflict at each of the 4 stages.
- ✔ Recognise the different responses to conflict using models such as the Thomas Kilmann Instrument (TKI) .
- ✔ Recognise, and be able to measure and evaluate the human and organisational costs of conflict at work.
- ✔ Develop skills and strategies for transforming dysfunctional conflict to functional dialogue.
- ✔ Understand how the principles of emotional intelligence, positive psychology, non-violent communication, systems thinking, behavioural science (nudge theory), and principled negotiation can assist managers and leaders to manage conflict at work.
- ✔ Develop skills necessary to develop and preserve the psychological contract.
- ✔ Promote a conflict competent culture across your organisation.

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## TEACHING AND LEARNING

This course uses a variety of teaching styles, including facilitator presentation, participant discussion, personal reflection, group exercises and scenarios, workshops and role-plays. All activities take into account participants' individual learning styles and provide a broad range of experiential and shared learning. All delegates receive twelve months' follow up support to help them to embed the learning. TCM Online training is fully interactive with all the classroom based elements of role play and assessment.

TCM delivers extensive support for delegates on all of our courses before, during and after the course concludes.

- ✔ Training delivered by a world class trainer who has practical experience of the subject being taught.
- ✔ The unique online TCM Delegate Zone™ which includes useful tool-kits, check sheets, videos, papers and other resources for delegates.
- ✔ Free copy of the TCM Delegate Pack.
- ✔ One to one coaching for delegates during the course and once the course concludes, support via the TCM helpline as required.
- ✔ Full access to the amazing resources of the TCM Community for all delegates including lifetime phone and email support.
- ✔ A free refresher workshop or webinar 6 months after the training concludes.

## BLENDED LEARNING



All delegates receive 12 months follow up support to help them to embed the learning.

This TCM Blended learning programme incorporates pre and post course learning to support participants' development of knowledge and skills. Participants can develop peer networks through interaction before, during and after the programme to share knowledge and resources.



## DELIVERY

### TCM Conflict Management

A one day course delivered online, at the TCM academy or in-house.

# TCM

GROUP

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