Managing Conflict

The 2011 CIPD Conflict Management Survey showed a nearly **50% increase in both disciplinary and grievance cases** in organisations. The impact of conflict on organisations goes way beyond the time needed to manage these cases, however it is estimated that in 2010, **32.4 days of HR/line management time** was spent managing cases – is this a cost we can really avoid?

In a litigious world we all look for ways of building engagement and avoiding conflict. Unfortunately this isn't always possible, or is it? Imagine if you had the skills and training to give you the best possible chance of resolving situations; to find the answers to disputes that you thought were irreversible. Wouldn't that be an investment in your company?

Using a combination of academic research, with MA level teaching and the most up to date psychology we can offer a course that is both rewarding and educational with the benefit of peace of mind. This workshop looks to uncover the main causes of conflict, particularly in the workplace, with the overall aim of helping delegates to become more proactive in how they manage *potential* conflict before it becomes actual conflict.

Who should attend?

Anyone involved in managing people, whether line managers, senior managers or HR professionals. We have also had a lot of interest in this course from clients from solicitors that we work with who are interested in avoiding conflict following tribunal cases.

Learning Objectives:

- To appreciate the true cost of conflict to organisations
- To understand the main causes of conflict, ensuring that it is the cause not the symptoms being focused on
- To be able to recognise the signs of conflict in individuals, teams and organisations
- To learn and practice conflict management techniques and share experiences
- (To understand how to conduct formal processes if there is no other option – this is included if delegates want to explore this, as not all do)
- An introduction to the use of mediation