



# Corporate Coach Group

Training that transforms



Training Plan  
Conflict Management Training

## A Training Plan for Your Organisation

### What is the purpose of the training?

The purpose of the training is to initiate a process of rapid improvement, by means of achieving a shared understanding of the correct knowledge and skills that we need to employ, if we are to achieve our stated goals.

### Conflict Management Course Summary

Is it true that some people in your organisation do not manage conflict very well? Instead, do they sometimes mis-manage conflict and make the situation worse?

Occasional conflict is inevitable and could even be beneficial, but ONLY IF it is managed according to correct principles.

On this one-day course you will first learn how to avoid unnecessary conflicts, by improving the clarity of communication. And then you will learn how to resolve conflicts when they cannot be avoided. You will learn exactly what to say (and what NOT to say) to resolve the conflict faster.

### Learning Outcomes for the Conflict Management Course

- How to settle workplace conflict and quickly restore harmony
- How to use reason and logic, rather than anger and emotion, when handling conflict
- Be able to objectify the situation and quickly find solutions, without emotionalising
- In conflict, know when to compromise and when to stand firm
- Distinguish “reasons” from “excuses” and have a different policy for each
- Use the correct level of assertiveness, the proper use of voice tones and body language.
- How to use praise and appreciation to immediately reinforce any positive changes

### Customer Review

“ Training course content was far more in depth than I imagined and a change to other courses I have been on, which I would say brushed over things compared to the structured detail of this course. The trainer delivered well with good visual aid demonstrations which stuck in my mind well.

*Patrick Beebe*  
*Keybury Fire & Security*

## Conflict Management Training Course Overview

The course is split into two parts: Morning and afternoon.

Managing conflicts based on “a clash of personalities”.

Resolving conflicts based upon poor performance issues or unacceptable behaviour.

The morning session covers how to resolve conflicts based on a clash of personalities. You will learn how to improve the quality of your communication and avoid conflicts caused by misunderstandings. We will show you how to present your message in a clear, rational and positive manner. Negative and cynical people can make a bad situation worse, so we talk about how to avoid losing your temper and influence the situation with positive suggestions, always leaving on a positive note.

The afternoon session deals with conflicts arising from poor performance, or unacceptable behaviour. You will learn why you should use positive language, not threats. How to deal with conflicts rationally, not emotionally. How to objectify the situation using facts, rather than feelings. Distinguish reasons from excuses and then find a solution to the conflict and gain their commitment. We discuss how body language, voice tones and timing affect conflict, and how to get these right. Learn when to compromise in a conflict situation and when to NOT make concessions. We will also cover how to be assertive without being aggressive. The use of “social motivators” to reinforce the correct behaviour.

### Customer Review

“ The course content was extremely applicable to my job and life. It allows you to re-evaluate your thought processes. The trainer’s presentation flowed and was systematic without being robotic and rigid. Was extremely clear, thorough and timely. I had a fantastic day.

*Ben Gledhill*  
ASDA

## Conflict Management Training Course Details

### Morning Session

#### Conflict Resolution Training: Avoiding conflicts based on misunderstandings

Many conflicts are born of a misunderstanding of an earlier message. By clarifying your original message, you can avoid many errors and misunderstandings.

#### Clarity of Purpose and Goal Setting

The first thing you must do, is to clarify the goal. You must know what you want and be able to clearly communicate your objectives to others. In addition, you must understand what the other person wants.

#### The dangers of an ambiguous message

An ambiguous message is one that can be understood in multiple ways. For example, "Send me that document, asap".

Notes on how to eliminate vagueness and ambiguity from your spoken and written communications.

Clarity is a virtue; vagueness is a vice.

#### How to give a clear, specific message

We will show you eight ways to clarify your message and ensure there can be no conflict, based on misunderstanding.

#### How are you perceived at work?

Remember that people make judgements about you, based upon everything you say and everything you do.

*You* have the power to control what you say and do, and therefore *you* should decide exactly *how* you want to be perceived and then act accordingly.

### The correct and incorrect use of humour

The misuse of humour can be the source of conflict. We will discuss how to properly use humour and the negative effects of the misuse of humour.

### How to define the exact meaning of your message

It is important to be able to accurately express your message, in a single sentence. We will show you how to reduce a complex message to its essential terms, so that it can be more easily and correctly understood.

### How to give a clear, specific message

### How to deal with a negative personality

Some people are cynical and negative – they call it being realistic. We will show you how to transform your negative cynic, into a critical thinker.

### Avoid making negative suggestions, keep them positive

Every time you speak, you create mental images in the mind of your listener, which are then acted upon. Therefore, it is very important to phrase your message, so that the images you create, correspond to the things that you do want. We call this process embedded command.

## Afternoon Session

### Four ways to approach conflict resolution situations

#### Managing confrontational situations

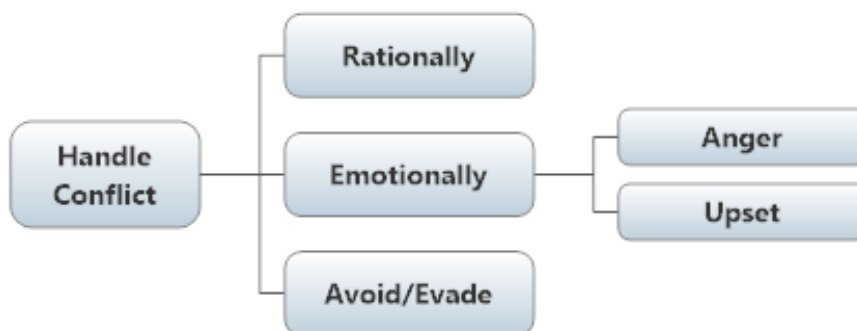
Conflict is inevitable, since not everybody agrees with your views. How you deal with conflict and confrontation is an important issue.

#### Three common mistakes people make in conflict situations

1. Many people get too emotional, too quickly.
2. They argue far too long about what has already happened (the past).
3. They lose control of their language and make a bad situation, worse.

#### The proper approach to conflict resolution

We will use reason and objective language to resolve conflict.

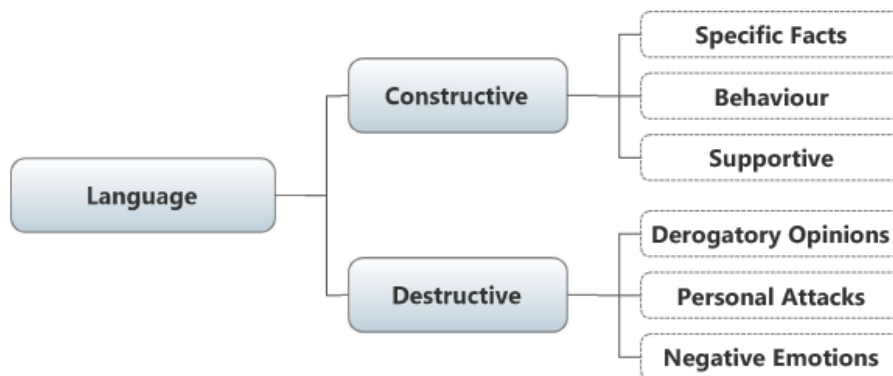


#### What are the principles of rational conflict resolution?

Whilst in conflict, keep your negative emotions under control.  
Strictly control your language and don't verbalise your derogatory opinions.  
Don't argue about the past, instead negotiate a plan going forward.  
Operate according to the facts, not your feelings.

## The rational approach to handling conflict and difficult people

1. Your goal is to modify their behaviour, not “win” the argument
2. "Nip it in the bud" technique, to quickly handle conflict
3. Don't use emotional language when dealing with conflict in the workplace
4. Use objective language
5. Don't attack their self-image, character, ego or pride
6. Give them a clear way out of the conflict
7. Ask them for a specific change in their behaviour
8. Distinguish reasons from excuses
9. Don't give concessions to excuse givers
10. Positively reinforce any positive change in their behaviour



## Correct use of body language in conflict situations

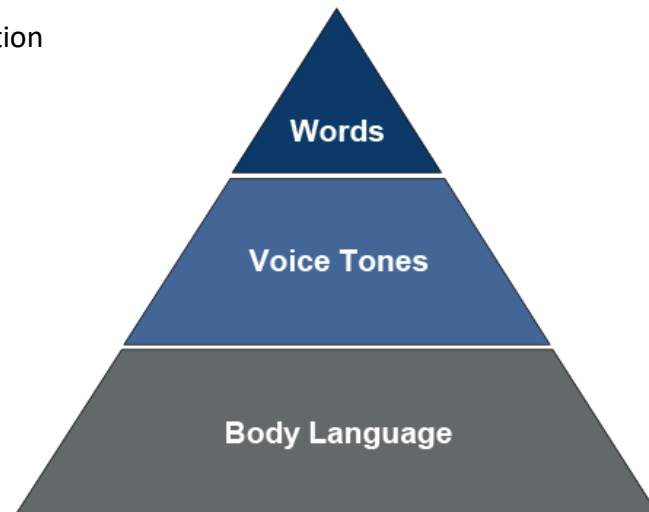
In conflict situations it is important to get your body language right.

Learn our *Pat Goes Ape* formula:

- Posture
- Appearance
- Touch (handshake)
  
- Gestures
- Orientation
- Expression
- Scent
  
- Accessories
- Proximity
- Eye contact

### Proper voice tone in conflict situations

1. Volume
2. Pitch
3. Pace
4. Intensity of emotion



### Handle real-life conflict situations

We practice our skills in handling real-life conflict scenarios. You will have the opportunity to present your own problems and we will work out a solution.

### Common conflict situations

Interestingly, we all have similar problems when handling other people, for example, dealing with:

- Harassment issues
- Consistent lateness
- Social bully
- Inappropriate humour in the workplace
- Aggressive behaviour
- Poor performance issues



### The need for praise and appreciation

The lack of appreciation may be the cause of a conflict situation.

How and when to give praise and appreciation.

### Positive reinforcement

Whenever the person makes a move in the right direction, then immediately, “tag it” with a piece of positive reinforcement.

### Conflict Management and Resolution Training Summary

Summarise and write your personal development action plan.

### Customer Review

“ The course was well structured with a good flow of topics which led onto the next topic. I liked the interactive part, working with the other attendees. Thank you for delivering a course with NO power point slides. It was really refreshing. The trainer’s presentation was excellent! Informative, engaging, very knowledgeable and the real-life examples were excellent.

*Pam Holley  
RWE Supply and Training*

## Training Costs / Investment

### Bespoke In-House or Live-Online Course

£2,150 + VAT per training day, (8 – 16 delegates)

Plus, travel and hotel accommodation for trainer if needed (Premier Inn type)

*International Price Varies*

In-House training has been designed to provide a similar experience to our open courses, however we can tailor the content to fit your specific needs.

We are able to train in your timezone.

### All our training includes:

- A full day of quality training, delivered by an experienced trainer
- Total of 6 CPD training hours (usually 9am - 4.30pm), plus an additional 2-3 via post-course online independent learning
- Full course training workbooks
- Training certificate
- Access to additional free training material after the course via our post-course portal
- 3 months free telephone coaching: Whilst you are implementing what you have learned, if you need to, you can contact us for support and guidance

### We suggest the following plan of action:

Please send to us:

1. Any amendments or changes you wish to make to the programme.
2. Your thoughts.
3. The next step you would like us to take.

Thank you.

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## Customer Reviews

“ The course was clearly set out with content that made you think and opened your eyes. The trainer’s presentation was very enjoyable, clear communication and took time to explain aspects that people didn’t understand. Moved at a good pace.

*Richard Thomas  
ASDA*

“ The course content was very good, covered so many areas of conflict management that will be very useful to me in so many situations in life and not just the work place. The trainer’s presentation was very good, knows his stuff, very well prepared, very engaging. Made it fun.

*Julia Granados-Gillow  
ASDA*

“ Really beneficial quick and simple methods to keep conflict-based conversations on tack. Helpful when trying to keep things factual and not getting emotional. Easy to remember.

*Isabella Crossan  
East Sussex County Council*

“ The course content was very helpful and useful. Will try and put into practise as soon as possible. Some very good tips, especially on managing conflict. The Trainer’s presentation was very friendly and easy to understand. Put everyone at their ease and made me feel very comfortable.

*Christine Hood  
Synergy Logistics*