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# Corporate Coach Group

Training that transforms



## Training Proposal Conflict Management Training

## **A Training Plan for your Organisation**

### **What is the purpose of the training?**

The purpose of this document is to outline a detailed plan for your conflict management training.

### **Summary on the reasons for the conflict management training**

You work with your customers, suppliers and colleagues.

You do this by giving them the best products, services and information that you can.

But sometimes, people do the wrong things and you need to give them, what you might call, negative feedback; or constructive criticism.

But the problem is: most people don't like giving criticism and they don't like receiving it.

And therefore you are stuck in a conflict situation.

And conflict situations need to be handled properly.

### **You need a good method of handling conflict situations**

You need a rational approach to conflict management.

### **On this course, you will learn how to handle conflict situations and difficult people**

- If you believe that conflict can sometimes be based on a miscommunication
- If you have to handle strong, confident characters that you find difficult to deal with
- If you have to handle moody, emotional characters that you also find difficult
- If you sometimes lose your temper and make the conflict situation worse - not better, by saying too much
- If you leave it and just hope the situation will resolve itself
- If you wait and wait and wait....and then let them have both barrels!
- If you sometimes say to yourself "I know what I mean but I can't explain it"
- If you are unsure when it is right and when it is NOT right, to compromise

If any of the above descriptions fit you, then the course will be of benefit.

### **Rational conflict management training**

Rational conflict management training is designed to demonstrate and teach correct conflict management principles; it is designed to help your staff to manage any conflict situation. This training will show them how they could deal with conflicts in a clear, rational, assertive, and non-aggressive manner.

On this course, you will learn exactly how to handle conflict situations and difficult people.

### **Benefits of this conflict management course**

1. You will feel more confident during all conflict situations.
2. You will get the best possible result from the situation with the minimum fuss, in the shortest possible time.
3. You will avoid all the expense, perils and emotional turmoil of a badly managed conflict situation.
4. You will feel happy to handle conflict situations involving even the most difficult people.

### **How many people are doing the training?**

Numbers of staff to be trained: TBC

### **When will the training take place?**

TBC

### **Where is the training location?**

In-house or an [Open Course](#)

### **What is the basic premise of the course?**

Please read the following pages

### Morning session – Managing conflict situations

Is it true that some people do not always manage conflict very well?

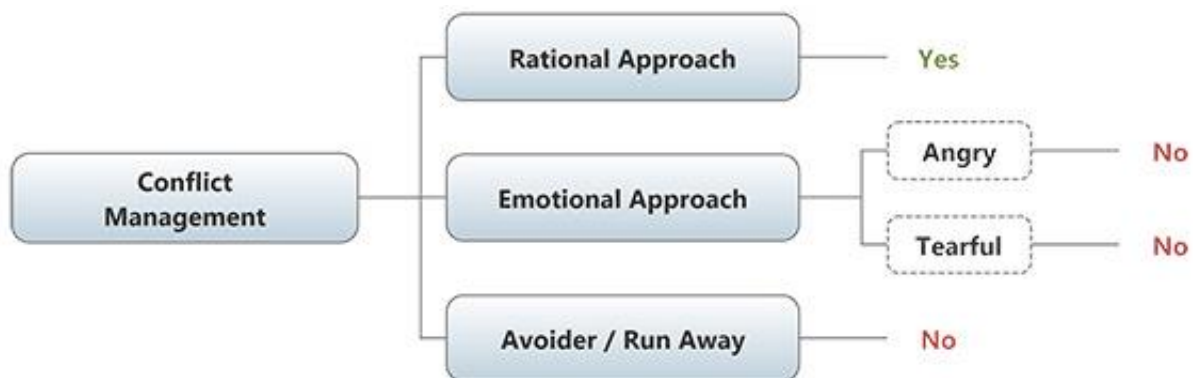
Sometimes, during conflict situations, people say the wrong things and make a bad situation worse.

Since some conflict is inevitable, it is important that your people learn the correct way to handle conflict.

On this course, you will learn exactly how to handle conflict situations and difficult people.

### Four ways to approach conflict situations

1. By using the principles of "Reason" - YES
2. By getting angry and frustrated - No
3. By getting upset and tearful - No
4. By ignoring the situation and just hoping that it goes away - No



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

The rest of the course answers that question .....

### The Wrong box / Right box method

1. Your goal is to modify their behaviour- not win the argument.
2. "Nip it in the bud" technique.
3. Don't use emotional language.
4. Use only objective language.
5. Don't attack their self-image. (Ego or pride).
6. Give them their clear way out of the conflict.
7. Ask them for a specific change in their behaviour.
8. Distinguish reasons from excuses.
9. Positively reinforce any positive change in their behaviour.

**If face to face; then watch your own body language and posture**

1. Appearance
2. Touch
3. Gestures
4. Expression
5. Eye contact
6. Orientation
7. Proximity

**If working on the phone; then be aware of your own voice tone**

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

**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 trigger a positive emotional response in the mind of the listener.

**Summary and action planning**

## **Afternoon session:**

### **The six step method of handling conflict situations**

#### **1. Listen**

The first thing to do when in conversation with a complainant, is *to listen*.  
Listen without too much interruption to what the other person has to say.

#### **2. Reflect: Empathise with their feelings**

Empathise, summarise and reflect back to them, the essence of their message.

#### **3 Question**

Question down and find out from their perspective, what has gone "wrong".  
Your task is to question the other person in order to separate the facts from the feelings.

#### **4. Answer**

What is the solution? Once you have all the facts clear in your mind, then you tell him/her the next step in the process and agree the steps.

#### **5. Confirm**

Do they understand and agree? If no, then return to step one. If yes, then go to step 6.

#### **6. Close**

Once you have the agreement and/or an understanding, then close the conversation.

### **Resolving conflicts that may be based on poor communication**

The conflict may be based upon a mis-understanding caused by an earlier unclear communication.

Conflict resolution requires clear language, and the accurate use of words.

### **How to define your meaning and avoid unnecessary misunderstandings**

The communication of the original message must be very specific. Miscommunication of the original message will lead to conflicts later on, when the misunderstanding reveals itself in action.

### **The use and misuse of humour**

How the misuse of humour can be the cause of conflicts.

**The Seven Key Questions that you need to ask in order to obtain a correct communication**

1. What is the goal?
2. How would you describe that goal using numbers?
3. How would you describe that goal using words?
4. How would we measure progress?
5. What skills, knowledge and information do we need?
6. What resources do we need to acquire?
7. What is a reasonable deadline for this goal to be completed?

Listen to the answers they give to these questions: Sharpen your listening skills.

**Focus on what CAN BE DONE, not on what cannot be done**

Many people talk for too long about what cannot be done and why it cannot be done. We need people to talk about what CAN be done and HOW it can be done.

**Distinguish between legitimate criticism and cynicism**

- Criticism is legitimate.
- Cynicism is not.

How to distinguish between the legitimate complainer and the negative cynic.

**Summary and final action plan**

**The training is designed to comply exactly with your requirements:**

Your organisation shall provide a fully equipped classroom for the entire duration of the training course

Corporate Coach Training shall prepare and supply all the course and teaching materials for the participants. – **Yes**

The expected number of your organisations participants per course is to be confirmed. -**Yes**

Corporate Coach Training shall make its own travel and accommodation arrangements. - **Yes**

Corporate Coach Training shall provide a detailed course proposal to meet the YOUR ORGANISATION requirements as stated - **Yes**

The proposed course structure shall clearly outline what topics would be covered on each day. -**Yes**



## **The method of training is as follows:**

### **The training is to be:**

- Delivered in an enthusiastic and interesting way that will involve all the delegates.
- Whilst being consistent with the plan, the training must be flexible and responsive to the needs of the individual delegate group.
- Highly practical, structured and organized.

### **The training method follows this general pattern:**

1. The trainer gives a clear explanation of the point in question with specific examples.
2. Then, the delegates practice by doing an exercise with each other.
3. The delegates practice by doing exercises with the trainer.
4. All points are supported with full written notes to take away.
5. Delegates are asked to write down an associated action, for each point made. (At the end of the day, we have about twenty such actions, from which the delegates choose six which are the most personally meaningful).

## What are the costs / investments?

There are two options:

1. Open Course
2. In-house Course

### 1. Open Course

One-day course: £435 +VAT per delegate.

Available throughout the UK, please see [dates and locations here](#).

### 2. In-house course

Daily rate is £1,850 + VAT for up to 20 delegates.

Plus £80 for each additional delegate over 20.

Plus, hotel accommodation for trainer if needed (*Premier Inn type: not the Hilton!*)

#### The training days are inclusive of:

- Full days training
- Printed course notes
- Travel expenses
- Written action plan to take away
- Audio download of the programme
- Access to our post course portal
- Three months FREE telephone coaching

#### After the course has finished, how will you know that the training has changed behaviour?

After the course, your staff will have access to a number of web based tools that they can use after the course. The web based tools will enable you to use the course material, on a daily basis.

You will be able to *measure* the use of the tools and their effects on performance. There are five web based tools that you can make unlimited use of, after the course has finished. You will then be able to maximise the utilisation of the ideas taught on this course

The tools are:

1. The 8 Part strategic thinking app.
2. The 8 Part SMART target app.
3. The Yes or no app; (Should we or should we not?) app.
4. The which one / what kind? app.
5. The prioritisation decision matrix.

In addition, I will send you a set of debrief questions that will enable you to ask the delegates the "right questions" so that you can be sure they have a good understanding and memory of the material. You will be able to check to see they have "got it straight" in their minds.

In addition, we have a three-month telephone coaching service where your delegates can call the trainer if they want to talk over any aspect of the course.

**What results can you expect from the training?**

The most important thing about the training is its effect on the delegates. Here is what our previous delegates have to say about our courses ....

**We suggest the following plan of action:**

Would you please send to me:

1. Any amendments or changes you wish to make to the programme.
2. The dates you wish to train
3. The next plan of action

***Thank you***

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### **A word from our previous delegates...**

The course was excellent. Interesting, thought provoking, very useable. I have already put different aspects of the course into practice. The trainer's presentation was Excellent. Thoroughly enjoyed each session and would like to come back for a refresher course. Very motivating and a very inspiring person.

*Delegate: K Hogarty-Hingsto  
Company: Hartpury College*

The course was very informative, with lots of thought provoking questions to think on after. The trainer's presentation was well produced and slick NO excess content.

*Delegate: B Pain-Tolin  
Company: BTCV*

The course was very, very good. The course was well structured and has provided me with an opportunity to reflect on how I can improve further in my role. The trainer's was very focused, kept the course moving, related well to the group. Created non-threatening environment.

*Delegate: M Ridout  
Company: Sparsholt College Hampshire*

The course content was very good, quick win early on kept my interest piqued. The presentation was very good, inspiring and animated.

*Delegate: K Rhodes  
Company: RAF Wittering*

The course content was informative and well-constructed. The trainer presented very clearly and effectively. The presentation was very enjoyable.

*Delegate: N Yemm  
Company: Hulley & Kirkwood Consulting Engineers*

The course content was great, really visual. The trainer's presentation had lots of great detail and stories to illustrate each point.

*Delegate: M Painter  
Company: Lloyds Banking Group*

I really enjoyed the breadth of what was covered today. The trainer's presentation was very good and clear.

*Delegate: S Windridge  
Company: Prudential UK*

The course content: Interesting and very broad content. We covered a lot of subject matter during the course. The trainer's presentation was excellent, very clear and concise. Interesting and charismatic.

*Delegate: E Inegbu  
Company: Prudential UK*

Excellent course that helped to bring new insight and reinforce and bring back concepts from many years ago. The trainer's presentation was upbeat, positive and inspiring.

*Delegate: M Judson  
Company: JSP Ltd*

The course content was comprehensive, eye-opening and informative. Excellent presentation, kept interest up and made the course come to life. Good real-world examples to inspire and inform.

*Delegate: J Gibson  
Company: Fuji Film*

The course content was very detailed and interesting. The trainer's presentation was good, with time for re-caps and questions.

*Delegate: R Graham  
Company: RAF Wittering*

The course content was interesting, could be applied in business environment but also in general life. I like the wrong box / right box! The presentation was very dynamic and directive. Knowledgeable. Good use of examples which helps.

*Delegate: S Chou  
Company: JSPMLtd*

The course content was excellent, extremely useful tools which I shall use with both students and staff. The presentation was very good, Right mix of talk, discussion and activity.

*Delegate: J Noble  
Company: The Sittingbourne Community College*

For additional feedback, video testimonials and list of companies that have benefited from our trainign programmes please [follow this link](#)