



Corporate
Coach Group

Conflict Management

One Day Training Course Proposal



Get in touch

[CorporateCoachGroup.com](https://www.corporatecoachgroup.com)

01452 856091



Introduction - The Need for Training

Conflict Management training is no longer a luxury—it is a survival necessity.

We are living in a hostile and ever-changing economic environment. To survive and progress, organisations must maximise efficiency and productivity, which is best achieved by ensuring that team leaders and managers are well trained.

Currently, some team leaders are not as effective as they could be because they are not sufficiently well trained. As a result, they make mistakes, leading to hidden costs your organisation can no longer afford to carry.

Our Conflict Management training is the most cost-effective way to improve productivity because teams perform only as well as their leaders and managers. If we improve the performance of leaders and managers through training, the performance of the whole team improves.

This course is designed to improve organisational efficiency and productivity while cutting the costs of poor communication, mishandling conflicts, and weak prioritisation and delegation skills.

In a challenging economic environment, conflict management training is essential for survival.



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.

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



Training Price / Investment

We offer this training in three flexible formats:

- 1. In-House Training:** We can deliver the course at your workplace, making it convenient for you and your team.
- 2. Live Online Training:** Using our advanced green screen technology, we provide highly interactive virtual sessions.
- 3. Open Courses:** Your team can join one of our scheduled open courses.

- 1. In-House Training:** £2,250 +VAT per training day.
(To get the best from this training we recommend a maximum of 16 delegates).
Plus, travel and hotel accommodation for trainer, (Premier Inn type).
- 2. Live Online Training:** £1,800 +VAT per training day.
(To get the best from this training we recommend a maximum of 16 delegates).
- 3. Open Courses:** £500 +VAT per delegate for the one-day course.

All our training includes:

- Quality training delivered by an *experienced* trainer.
- 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.

If you have any questions or would like to book, please contact us:

Email: Lindsey@CorporateCoachGroup.com

Tel: +44 (0) 1452 856091

If you want a full detailed description of the course content, please read on.



AM 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.



PM 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 Reviews (face to face)

The course content was brilliant. The information was presented clearly, making it easy to follow and understand. The content is directly applicable to real scenarios I find myself in every day.

The instructor, Chris demonstrated good knowledge and expertise in their fields, enriching the learning experience. As mentioned, Chris demonstrated good knowledge and expertise.

Chris was engaging throughout.

Owen Scully – Expert Property Group

I really enjoyed the course, so many different modules covered that I will find useful in my professional life. Great content, the modules on communication and conflict in particular were insightful and structured. Chris, the trainer, was approachable, clear and concise. I would highly recommend him as a trainer. He was committed to making sure we received the full training. Easy to understand and knowledgeable.

Kaya Mesnard – Wemoto Ltd

Great content. Really interesting and I found all of it beneficial for use in both the workplace and the outside world. Most useful to be given tools to use for all of the theories to put into practice. Trainer (Chris) engaged with his own material, demonstrated his own use of the knowledge he was imparting, great speed (not too quick), kept interest throughout and made it easy to take on board. Excellent trainer.

Donna Quelch – RES Group

The professional development and productivity sections of the course were equally insightful. The simple plans and processes are easy to understand and presented very well. I look forward to putting these into practice within my role. Both Chris and Marco delivered the course material seamlessly. They obviously have a passion for training and the knowledge and experience they both share was well received and extremely beneficial. The use of the white board was a great addition. Too many training providers rely on their slide content only to drive the course forward, which can, in my experience allow the mind to wander. The presentation remained engaging throughout.

James Topping – Apex Partners

The course was extremely helpful, I really enjoyed the whole content. I found particularly helpful and will implement in my day to day work: Conflict management – rational objective language; 8 Part SMART questions; Time management matrix. Chris' presentation was very informative, polite and friendly; very knowledgeable. Chris did not lose momentum or seem to lag or become tired during the two days.

Misbah Nareen – Carbogen Amcis Ltd



Customer Reviews (live online)

The course content was outstanding. Each topic was presented in a logical sequence, building effectively on the previous one. I encountered some impressive models that were entirely new to me, as well as some familiar ones that were presented with fresh perspectives, prompting deeper reflection.

The presentation was excellent, with everything clearly visible and easy to grasp. The presenter's skills were exceptional—important information was effectively reiterated, connections were made seamlessly, and the use of hand gestures and clear speech enhanced the delivery. This is the best course I have attended.

I had never seen a green screen used in a training course before, and it was truly impressive. It immediately caught my attention as a unique approach. Watching the board being written on in real-time was nothing short of genius.

Jay Wyke – Tradebyte

Fantastic course content. Learnt an awful lot I had not previously considered. In particular the 'WhatsNext' for prioritisation, such a simple process to prioritise tasks. Both Marco and Chris were fantastic. I was dubious about joining a virtual training course; however, it exceeded my expectations! Both were informative, friendly and could tell both were passionate about the training they provided. I really liked how the technology used to deliver the course was used. I was unsure how this course would work virtually but really enjoyed it and I learnt a lot due to the layout and presentations on Teams.

Christopher Barrett – Market Dojo

The Course was really good with lots of lessons and techniques which will help me with my development. The way the techniques were taught meant it was easy to understand and pick up. The notes provided are good for future reference. I have already had to use several of the techniques we learnt which I would not have known how to handle certain situations before I attended the course. Chris was polite, very approachable and informative, he engaged with us and included us as more of an open discussion type of training, which is how I personally learn best.

I couldn't have asked for more from the training, I got out of it exactly what I needed.

Victoria Elkin – County Broadband

This leadership and management course was phenomenal. To understand the basics of "Be clear, Be rational, Be positive" to understand not the 'But why' in the past 'But why' in the future. Delegate tasks and the emotion is a big factor. Not only does Chris (trainer) have an amazing voice, but he was fantastic. Opened my eyes in understanding the insight to management and went through points in detail with enthusiasm.

Djavan Silva – Hotcam TV

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