

Managing Problems and Conflict

The presence of problems and conflict is a common feature of almost all working environments. The measure of a successful manager is how they approach and resolve these difficult events.

This course addresses how to apply a systematic approach to solving problems. It arms delegates with proven techniques for getting the best from difficult employees and defusing potentially explosive situations.

Don't allow yourself to be unprepared for those difficult moments in your working life. Attending this course will help ensure that your actions turn the difficult moments to your advantage!

Course Objectives

By attending, delegates will be able to:

- ✓ Describe the factors that create conflict in the workplace
- ✓ Adopt strategies which defuse conflict
- ✓ Use a systematic problem solving approach to resolve difficult workplace situations
- ✓ Develop effective procedures for managing common workplace problems
- ✓ Apply a range of techniques to raise the achievement of under-performing staff
- ✓ Describe the principal elements of the Employment Act and how it determines the conduct of managers and their staff

Target Audience

Service team leaders, supervisors and managers wishing to enhance their management and problem solving skills.

Duration

2 days

Content

- The 'real' causes of conflict in the workplace
- Techniques for managing and resolving conflict
- Problem solving processes and skills
- Identifying and tackling the familiar workplace problems
- Dealing with poor performance
- Sickness and harassment
- Conducting a successful disciplinary hearing
- Escalation: when and how to effect it
- The legal factors associated with discipline
- Employment and Human Rights legislation
- How to avoid the Employment Tribunal

Learning Methods

This is a highly participative event. It makes use of exercises, group discussion and gives delegates the opportunity to put into action the techniques and skills covered.

Delegates are encouraged to share and use real-life experiences.

Action learning techniques help delegates apply their new knowledge and develop strategies that successfully resolve real workplace problems.

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