

# Conflict Management Skills for Women

**Duration: 1 day**

At a time when organisational resources have never been further stretched, individuals and teams are under constant pressure to perform, it is inevitable that conflict in the workplace is beginning to adversely affect the performance of so many people. With women making up a large part of the workforce, conflict management skills for women have never been such a critical priority. Workplace conflict is the blight of so many women's working life, leading to dangerous consequences including emotional turbulence, intimidation and ultimately damaging stress. This interactive training programme is specifically designed to give women the confidence and skills needed to effectively handle conflict in the workplace. Attending participants will learn how to develop an assertive style that encourages win-win scenarios in all workplace transactions leading to a more confident and effective role contribution.

## Who should attend this course?

Women who need to develop confidence and skills needed to effectively handle conflict in the workplace.

## Course Objectives

Upon completion of this course participants will be able to:

- Identify the causes of workplace conflict
- Develop plans to effectively manage conflict
- Develop an assertive style to achieve your goals
- Recognise the positive and negative impact of your emotions
- Manage your emotions to support an assertive style
- Recognise the signs of stress
- Develop effective habits to manage work related stress

## Course Outline

### Conflict Management

- The Common causes of conflict
- Why conflict management
- 5 strategies for handling conflict
- A model for conflict resolution
- De-escalating conflict

### Communication Styles

- Identifying your communication style
- Barriers to effective communication
- Giving and receiving constructive criticism

### Managing Emotions

- Understanding emotional behaviour
- Avoiding passive and aggressive states
- Achieving an assertive style
- Managing your anger
- Managing others anger

### Managing Stress

- Recognising the damage
- The warning signs
- The major causes of stress
- Lessons to lessen stress
- Keeping calm – managing your emotions