

MANAGING CONFLICT

Navigate conflict effectively with clear communication for successful outcomes.

- Small group coaching to learn from others and deepen your skill base
- Opportunities to practice in safe setting
- Individualised goal setting and learning outcomes
- 10.5 hours of learning in 5 sessions over 4 weeks gives you time to learn, practice, reflect.

Learning Outcomes/Course Outline

- Explore the nature of conflict
- Learn how to identify and navigate your emotions
- Thinking traps: learn how to notice, interpret and respond to these faulty thinking processes
- Understand how you can confidently show up for conflict
- Recognise what creates conflict in teams
- Explore how much influence can managers have on conflict
- What builds and sustains conflict and where do we successfully intervene

Group Coaching:

- 3 sessions group coaching
- Interactive learning to embed the skills you want
- Action plans for your own setting using your own strengths

**Transform Your Challenges
into Opportunity**



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