

CONFLICT SKILLS

Tools to tackle conflict and navigate challenging conversations

◆ ABOUT THE COURSE

Conflict arises when people bring differing priorities, expectations and needs to a situation. It is not the same as hostility, and it is not a sign that something has gone wrong. Handled well, it surfaces problems early and builds trust; ignored or mishandled, it hardens into something that costs the team far more than the original disagreement.

We'll explore the root causes of workplace conflict; how to recognise and adapt your own conflict style; and a clear framework for preparing and leading challenging conversations. You'll leave with the skills to handle conflict effectively and strengthen communication and collaboration across your team.

◆ SESSION AGENDA

01 Why Conflict Happens

The six root causes behind most workplace conflict, and how to tell a structural problem from a personal one.

02 Your Conflict Style

The five ways people respond to disagreement, the one you default to, and what it costs.

03 Preparation

A checklist to move past assumptions, clarify what actually needs addressing and open the conversation calmly.

04 Leading the Conversation

The SEE framework: State, Explain, Explore, then agree the way forward.

05 Language and De-escalation

Wording that keeps the other person in the conversation, and what to do when emotions run high.

06 Conflict Between Other People

How to handle conflict you inherit without becoming judge or message-carrier, and when to involve HR.

◆ INTERACTIVE EXERCISES

Diagnose the Scenarios

Work out the root cause behind three realistic workplace disputes.

What It Cost You

Look at how you handled a current disagreement and what your default response cost.

Prepare a Real Conversation

Complete the checklist for a conversation you need to have, including your opening sentence.

Say It Out Loud

Deliver your opening to a partner and find out whether it sounded like fact or judgement.

Rewrite the Language

Turn three blaming statements into specific descriptions of behaviour and impact.

The Generosity Test

Find the most generous plausible explanation for the other person's behaviour.

◆ LEARNING OUTCOMES

- ◆ Build confidence in handling difficult conversations.
- ◆ Diagnose the root cause of a conflict before addressing it.
- ◆ Recognise your conflict style and adapt it to the situation.
- ◆ Prepare and lead a difficult conversation using a clear framework.
- ◆ Manage emotions and de-escalate when a conversation heats up.

FACILITATED SESSION

This is a coach-led session. Managers work on real situations from their teams, reflect on their behaviour, and practise applying the tools - leaving with actions, not just ideas.