

CONFLICT MANAGEMENT



Personal Development Course

LEARNING OUTCOMES

- Identify your most important relationships and assess the strength of those connections.
- Gain clarity on what truly matters to you and the people you work with.
- Discover how motivational value systems shape behaviour and decision-making.
- Learn to flex your style to connect more effectively with different personalities.
- Apply proven strategies to diffuse tension and guide others towards resolution.
- Build the assertiveness to speak up and tackle difficult situations head-on.
- Align your approach to achieve personal, team, and organisational goals.

COURSE OVERVIEW

This course is designed to help individuals manage and resolve workplace conflict effectively—a vital skill for anyone working with people. Conflict is a natural part of any team environment, but if left unmanaged it can quickly escalate. Through this programme, participants will learn to understand colleagues' behaviours, communicate more effectively, and identify the root causes of conflict. It is ideal for team members and managers who want to strengthen their resilience, adapt more positively to stressful situations, and build constructive strategies for handling conflict with confidence.

TOPICS COVERED IN THIS COURSE

Self-Assessment and Current Position

Reflect on the effectiveness of your working relationships and your reliance on others for success. Identify who you need to work with effectively and how collaboration shapes outcomes.

Understanding the Strengths Deployment Inventory (SDI)

Learn the theory behind SDI and explore the motivational value systems that drive behaviour. Review your own SDI scores to understand how they affect relationships and predict interaction patterns.

Conflict Theory and Awareness

Understand what conflict is and how it escalates through the three flags of conflict. Identify your personal triggers, plot your conflict scores, and recognize your typical conflict sequence.

Conflict Resolution Strategies

Develop skills to spot early warning signs and use the most productive behaviours in conflict. Learn to avoid unproductive responses, prevent unnecessary conflict, and use the dynamic triangle to manage disagreements.

Reflection and Action Planning

Review the day's learning, highlight personal insights, and create an action plan to strengthen conflict management skills and improve workplace relationships.