
Managing conflict

Overview

Conflict, whether it is overtly confrontational or simmering under the surface, is an ever-present force in the workplace. 85% of employees across Europe say that they deal with some form of conflict on a daily basis.

This workshop uses the Thomas-Kilmann Conflict Mode Instrument (TKI) as a framework for understanding how different conflict-handling styles affect interpersonal and group dynamics.

Personal assessment against each of the five conflict-handling modes will inform personal reflection, help you reframe conflict and provide you with the information you need to develop a conflict-handling strategy appropriate to the situation.

Workshop outcomes

For participants to:

- understand their preferred conflict-handling mode and how this impacts on behaviour
- be able to assess the advantages and pitfalls of each of the 5 conflict-handling modes
- be in a position to select the most appropriate mode for any given situation.

Outline content

- Conflict and leadership
- Conflict and teamwork
- Conflict Handling Modes – use and overuse
- Assessment against TKI.

How long is the workshop?

½ day

Who is it for?

Anyone wanting to reduce unhelpful conflict or use it more productively within their working environment.

