

GREENBANK VIRTUAL WORKSHOPS

Handling conflict effectively



Handling Conflict Effectively

This 90-minute stimulating, interactive workshop focusses on the topic of *conflict* and how to handle disagreements in a way that will give more positive outcomes – whether the conflict is between individuals, teams or external groups.

Why this topic?

With more remote working, we are starting to hear a number of examples of increased conflict both within teams and, especially between groups. Whilst change and tough situations can forge strong positive relationships it can also create conflict - uncertainty, pressure at both work and home plus concerns for the future can increase stress and fear – resulting in behaviours that can impact cooperation, teamworking and engagement.

If ignored or handled badly, conflict can escalate or alternatively go ‘underground’ – sapping the energy and effectiveness of the organisation. So, the time seems right to look at our own reactions to conflict and explore different approaches which help us to navigate conflict and reach a more positive outcome.

Workshop Agenda

The workshop is led by a Greenbank Partner and will be highly interactive with group discussion, individual work, and small group exercises. The ideal number for the workshop is 6-12 people so there will be plenty of opportunity to ask questions and get fully involved.

There is also some pre-work using the **Thomas Kilmann Conflict Handling Modes** questionnaire which will be debriefed on the workshop and give everyone increased awareness of their own reactions in a conflict situation and offer additional approaches that can be developed to be more effective in a whole range of situations they are likely to meet in their workplace.

Please [contact Ian & Judith Hirst](#) if you would like to know more about this workshop