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**HANDLING CONFLICT
THROUGH ASSERTIVENESS****Duration: 2 days****Workshop Purpose**

Conflict happens, whether we want it to or not. Most people have a strong, visceral reaction to conflict, including (but not limited to) fear, avoidance and dread. However, when one boils it down, conflict is just when one person's desires are different from the other person's. This can be very useful in any team, as differences enhance the opportunity for creativity!

Leaders need to manage conflict when it arises. This module looks at how to capitalise on conflict, understand conflict styles and the styles of others and turn conflict into a benefit as the resources in a team are tapped into and maximised.

Competency Outputs

1. Use assertiveness skills and techniques for handling uncooperative and dysfunctional behaviour in a professional, non-confrontational way.
2. Make use of negative situations to impact positively on colleagues and customers.
3. Handle one's own emotions more effectively during emotionally-charged situations.
4. Use empathy and understanding more effectively to diffuse negative emotions.
5. Manage conflict effectively, with less stress and more control.

Methodology

- Group and individual exercises
- Self- assessment, reflection and action plan
- Role plays
- Application project to ensure transfer from workshop to workplace