

## Managing Workplace Conflict Effectively

A one-day interactive workshop by gunnercooke

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The workshop aims to provide all people managers with a range of skills to help them manage effectively workplace disputes, to minimise the detrimental impact this can have on the organisation and personally. We have designed the workshop to be practical and interactive to help participants to more effectively embed the learning.

Whilst we will touch on some conflict management theory and remind you of the potential legal pitfalls of not dealing with conflict properly, you will be given ample opportunity to practise techniques, through a mixture of interactive activities. We will also help you to manage and rectify conflict. The programme includes training in the AGREE model which is a simplified mediation approach that has been developed by one of the workshop leaders specifically for use by line and HR managers. By utilising the skills taught in the morning session and following the step-by-step approach of AGREE, managers have a practical, guided tool to enable them to address conflict confidently and competently.

The workshop is delivered by three workshop leaders to a group of up to 24 individuals, as this gives participants the best level of instant feedback during the various role play exercises. Participants will also benefit from the combined and complementary skills and experience of the workshop leaders.

### Outcome

You will leave the workshop with knowledge and skills which will be highly useful for quickly and successfully managing conflict in the workplace and give you the confidence to do so. This should result in increased employee engagement and, therefore, improve the "bottom line" of your business.

### Who should attend?

This workshop is suitable for those individuals who may be involved in handling workplace conflict between two or more people in an intermediary, facilitative role.

Such individuals will need a greater understanding of:

- How conflict affects others;
- How to listen actively and remain impartial;
- How to recognise conflict and intervene competently to "nip it in the bud" using a mediation style approach; and
- Alternative dispute resolution routes and how managers can plan to minimise negative impact of conflict.

The content and objectives for each session are:

### Morning

1. All about conflict – issues, theory and options for resolution.
2. Using the TKI Model to manage difficult conversations and conflict.

### Afternoon

1. Key skills to develop for managing difficult people and situations.
2. Resolving conflict between others using the AGREE Model.

### Wrap up, personal action planning and Q&A session

Each attendee will finish the day with individual planning and goal setting for a personal action plan as to how they will consolidate the learning and utilise it back in the workplace.

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## Workshop Facilitators:

**Rebecca Ireland**, gunnercooke Partner, is a highly experienced employment lawyer, having specialised in the area over 22 years ago. Since qualifying as a mediator in 2012, she has blended her mediation and legal skills successfully when conducting workplace and employment mediations. In the most recent edition of Chambers and Partners 2020 guide, Rebecca was highlighted by clients for being “*excellent technically, very practical, down to earth and good with clients.*”

**Julian Evans**, Littleton Evans, has been dealing with conflict management issues in workplaces for over 25 years, throughout organisations including board level, in SMEs, public bodies and global household-name multi-nationals.

He is a multi-qualified Mediator for workplace, commercial and family issues. He is also a highly experienced executive coach, and often draws upon his psychological expertise when resolving a conflict situation.

**Marc Reid**, Mediation 4, is an experienced workplace and community mediator, trained and accredited by CEDR (Centre for Effective Dispute Resolution), with a Human Resources, commercial and general management background.

He has mediated a wide range of cases and has also set up and run mediation services for a top FTSE multinational company. Marc developed the AGREE model

### In-House Training

We would be more than happy to deliver our training programme in-house to a group of managers (up to 24 with 3 workshop leaders).

Please contact Rebecca Ireland on 07383 437939 or [rebecca.ireland@gunnercooke.com](mailto:rebecca.ireland@gunnercooke.com) to discuss your requirements, and we will provide you with a fee quotation.

