

CONFLICT RESOLUTION

Poor communication skills, disagreements and misunderstandings can be a source of conflict. This workshop is for anyone who may need to handle conflict situations. It will help you to determine the principle causes of conflict, the types of conflict and how to develop a framework for managing and achieving positive outcomes.

Do I need any experience?

No. Our trainers have designed the workshop to give you all the information and training you need to develop your skills.

What if I can't fit it in?

The Business Solutions @ Northbrook team understand how hectic life can be sometimes; it's for this reason that we're happy to customise this workshop for individual employers and ensure flexible delivery, either on your premises or at Northbrook College (A company costing will be provided once your training needs are finalised).

What will I gain from this course?

Upon completion of this workshop you will receive a Northbrook College Certificate of Attendance and easy to follow handouts. For further information on this and other workshops and qualifications and possible funding opportunities, please use the contact details below.



What will I learn on this course?

This workshop will cover:

- > The recipe for conflict
- > The creators of conflict
- > Six different types of people
- > How you can assess and manage conflict situations
- > How conflict can affect team effectiveness
- > How you can manage conflict situations
- > Practical exercises

What are the specific details?

Price	£175.00
Duration	One day

For the latest course information including dates, please visit our website and select 'Our Training' from the top right of the page:

www.northbrook.ac.uk/BusinessSolutions

How do I enrol or get further information?

For further information, or enrolment, please contact the Business Solutions @ Northbrook team on:

☎ (01903) 606 114

✉ business.solutions@nbcoll.ac.uk

🌐 www.northbrook.ac.uk/BusinessSolutions

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