



Ref T&D14

Handling Conflict in Meetings – Level 3

Course Duration:

2 days

Course Aim / General Introduction:

Candidates will identify the main causes of conflict in meetings, the ways to resolve conflict in a meeting, and the common difficult personality types in a meeting. They will also learn about the characteristics of a positive and negative climate and the steps to build a positive climate when communicating

Learning Outcomes:

- Understand and evaluate the impact of conflict on meetings
- Understand and evaluate common symptoms and causes of, and influences on, conflict in meetings
- Understanding the reasons for differences between people
- Understanding a range of different responses to conflict
- Understand the stages of conflict resolution
- Understanding and apply some of the skills involved in conflict resolution
- Understand some of your own responses to conflict

Who should attend this course?

All managers

Teaching and Learning / Assessment:

- Group / Individual activities
- Group discussion
- Case study
- Role play

Capacity

12 people

Price:

- In-house session @ £590, plus VAT
- In-house session @ £125, plus VAT per additional delegate
- Grouped training @ £295 per person, plus VAT
- One to one session @ £300 per person, plus VAT

Qualification:

On successful completion of this course students will be awarded the OCN Level 2 award in Handling Conflict in Meetings.

The award is issued through Life Environmental and The National Open College Network who are approved as an awarding body with the Qualifications and Curriculum Authority (QCA).



For further information, including course booking:

Telephone: 0113 2700775 / 07894 488628

