



## CONFLICT MANAGEMENT FOR LEADERS™

In a volatile and uncertain world, conflict of any kind is very much inevitable. Disagreements between employees happen all the time; and unfortunately, these are unavoidable. However, their impact can be minimised, based on the culture of the organisation. It is our leaders who must set the tone, by knowing how to handle such disputes effectively.

This unique course has been specifically designed to support leaders in understanding the culture they create and the teams they develop, under the lens of conflict management. Delegates will develop an understanding of how their behaviour as leaders set the course for how their managers and teams behave themselves.

TCM's expert trainers offer a unique insight into what conflict is, how it happens, why it happens, and how it can be passed down through organisations. Delegates will develop practical toolkits that they can pass onto their teams to use to ensure for the constructive resolution of conflicts in the workplace.



## BENEFITS

On attending the course delegates will:

- ✓ Understand the nature of conflict including the cultural, systemic, situational, emotional, relational and psychological factors that can cause or perpetuate conflict at work.
- ✓ Learn the main causes of conflict, and the routes they can take within an organisation.
- ✓ Examine how to create a culture that invites an open and collaborative approach to management and abandons the control of people and their ideas.
- ✓ Review their organisational practices and policies, and the impact they may be having on issues of conflict and their resolution.
- ✓ Understand how leaders' approaches to feedback can lead to conflict.
- ✓ Know how to create opportunities for sharing and open dialogue.
- ✓ Develop practical toolkits that can be applied when faced with conflict within their teams.



## TEACHING AND LEARNING

This course uses a variety of teaching styles, including facilitator presentation, participant discussion, personal reflection, group exercises and scenarios, workshops and role-plays. All activities take into account participants' individual learning styles and provide a broad range of experiential and shared learning. All delegates receive twelve months' follow up support to help them to embed the learning. TCM Online training is fully interactive with all the classroom based elements of role play and assessment.

TCM delivers extensive support for delegates on all of our courses before, during and after the course concludes.

- Training delivered by a world class trainer who has practical experience of the subject being taught.
- The unique online TCM Delegate Zone™ which includes useful tool-kits, check sheets, videos, papers and other resources for delegates.
- Free copy of the TCM Delegate Pack.
- One to one coaching for delegates during the course and once the course concludes, support via the TCM helpline as required.
- Full access to the amazing resources of the TCM Community for all delegates including lifetime phone and email support.
- A free refresher workshop or webinar 6 months after the training concludes.



## BLENDED LEARNING

All delegates receive 12 months follow up support to help them to embed the learning.

This TCM Blended learning programme incorporates pre and post course learning to support participants' development of knowledge and skills. Participants can develop peer networks through interaction before, during and after the programme to share knowledge and resources.



## DELIVERY

### TCM Conflict Management for Leaders

A one day course delivered online, at the TCM academy or in-house. Suitable for: All leadership roles such as CEOs, Managing Directors, C-suite Level Executives, Middle Managers and Operational Team Leaders.



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