



# Resolving Conflict Effectively

## Details

**Duration:** 2 Days

## Region & Dates

**Dublin:** Apr 13, 14, 2021

**Dublin:** Jul 6, 7, 2021

**Dublin:** Oct 6, 7, 2021

**Dublin:** Nov 17, 18, 2021

## Time:

9.30 am– 5.00 pm

## Programme Overview:

The need to effectively deal with conflict as an individual and within a team is a critical skill for every manager. This course looks at different skills and techniques to enable the participant to deal with conflict effectively.

## Programme Outcomes:

On completion of this programme, participants will be able to:

- Understand their own style when dealing with conflict
- Understand differences in others
- Learn how to deal with conflict effectively
- Develop their communication skills when dealing with others
- Communicate assertively
- Apply assertiveness when dealing with conflict

## Approach:

The programme runs over two days. There are a number of activities and case studies as part of the course to ensure that the key knowledge and skills are practiced. The programme is delivered by experienced Ibec Executives who provide members with advice, consultancy and training on a daily basis. Programme participants are encouraged to express their views and experiences. The programme facilitates participant discussion to ensure a thorough understanding of the key points and their application. Real life case studies and exercises will be used to ensure a real practical understanding of each topic

## Who Should Attend?

All those who want to develop their ability to deal with conflict effectively.



**Venues:**

Ibec  
84-86 Lower Baggot Street  
Dublin 2

**Cost:**

Ibec member: €800  
Non-member rate: €900

**Contact:**

For further information, please  
contact  
Quelba Lima on  
(01) 605 1619 or at  
training@ibec.ie

**Programme Schedule:**

Day 1

- Causes of conflict, e.g. personal vs business objectives/values
  - Causes of interpersonal friction in the work environment
  - The effects of conflict on performance and the individual at work
  - Positive aspects of conflict
  - Understanding behaviour and its effects
- 

Day 2

- The manager's role in minimizing and resolving conflict
  - Techniques to deal with conflict
  - Assertiveness skills
  - Ways to create harmony at work and engender a positive atmosphere
- 

**What you said:**

**“Very good content and very well delivered”**

Eddie Rankin, Dublin Airport