

# Managing Conflict, Change and Handling Difficult People

## INTRODUCTION

Managing Conflict, dealing with personal or organisational change and handling those difficult people at work, requires us to be proficient in a number of managerial competencies. This programme explores and examines these competencies and enables participants to experience at first hand, many of the tried and tested techniques which world class managers and leaders are applying to minimise the negative effects of such potentially damaging issues. During this programme you will learn how to:

- Understand how the variety human behaviours in teams can effect our likelihood of achieving business success
- Define & describe organisational conflict and the probable consequences of failing to address it
- Understanding the impact of change and examining methods to over the barriers to change
- Identify the signs of stress in yourself and others and work towards eliminating stress and maintaining 'Peak Performance'
- Examine the most common causes which result in employees demonstrating difficult behaviour in the workplace

## WHO SHOULD ATTEND?

- Managers, leaders, and professionals who are responsible for driving change, managing conflict, and dealing with the consequences of challenging or difficult staff members
- It will be of great benefit to anyone who is involved with implementing change within their organisation and who has to deal with resistance to change from other people
- Staff members who have to champion the cause of change will also greatly benefit from this programme. They will learn how to respond positively, proactively and adapt to rapid corporate change

## PROGRAMME OBJECTIVES

- Describe how organisational conflict can have both positive and negative outcomes
- Explain the most common causes of conflict which organisations face
- Describe how the 5 stage Conflict Resolution Model helps to position conflict in context
- Identify the common reasons why people resist and react to change
- Develop and Promote a positive Changing Culture within their organisation
- Develop strategies and solutions for dealing with the consequences of excessive pressure and stress at work
- Demonstrate assertive behaviour when dealing with difficult people and situations
- Produce a 'competency based action plan' highlighting the key area's for future success, with time lines and a criteria for measurement.

## TRAINING METHODOLOGY

The programme will feature large and small group discussions; skill practices; self assessment and profiling tools; self evaluation instruments; group feedback; videos; case studies and a unique opportunity to experience and see in 'real time' the physiological affects that occur to individuals when faced with Managing Conflict, Change and Dealing with Difficult People.

## **PROGRAMME SUMMARY**

The pace of organisational change has never been greater than the rate we have experienced in recent years. Political, Economical, Social and Technological changes have created a new working environment, both physical and emotional. This 'brave new world' dictates that we have to behave differently, act with greater integrity than ever before and learn to understand our colleagues whilst we strive to collaborate and reach a mutually beneficial outcome. This programme provides practical support and guidance for delegates in bringing together a personal plan of action and strategy for change that will deliver measurable benefits back in the workplace.

## **PROGRAMME OUTLINE**

### **DAY 1 - Identifying the factors which influence business success**

- People, Policies, Practices & Principles - The foundation of an organisations culture
- Defining organisational conflict positive and negative outcomes
- The impact of change - practical and emotional consequences
- Identifying pressure and stress in the work place
- Understanding human behaviour in teams
- Creative options and models for tackling strategic problems
- The Learning Styles Questionnaire

### **DAY 2 - Survival Strategies for Conflict at work**

- Defining and describing organisational conflict
- Causes of Conflict
- Understanding the effects conflict has on an organisation
- Thomas-Kilmann Conflict Mode Instrument
- Conflict Management Process
- The 5 stage conflict management model
- Influencing Styles

### **DAY 3 - Embracing Organisational Change**

- The Impact of Change
- The Transition Curve
- Overcoming Barriers to Change
- Examining case studies of organisations that have embraced change
- Developing and Promoting a Changing Culture
- Measuring the success of change
- P.E.S.T Analysis

### **DAY 4 - Managing Stress and Controlling Pressure at Work**

- Defining Stress and Stressors
- Recognising Stress in yourself and others
- The Physiological Effects of Stress
- Achieving Peak Performance
- Understanding our physical responses to Stress
- Measuring your Stress Scale
- Top 10 Tips for helping to prevent 'Excessive Stress' in your life

## **DAY 5 - Developing 'Difficult People'**

- Most Common Causes of Difficult Employees in the Workplace
- Dealing with a Difficult Person - Case Study
- Confrontation Model
- Adopting an Assertive Approach
- Identifying and Managing Difficult/Challenging Employees
- Common Causes of Difficult Employees
- Handling Difficult People Questionnaire