



Change Management to avoid Conflict!

Avoid Havoc In Very Uncertain Times!

Change and Conflict is inevitable, but it can be reduced and turned into something positive.



The interpersonal conflicts we experience on a daily basis from the large organisations to a tiny corporation. Conflict shifts people's focus away from work and the basic goals of the team, department and organisation. It negatively impacts productivity, morale and ultimately the results. The most important skills needed for managing employee relations are interpersonal communications and conflict management skills.

No one likes to **deal with change or conflict**, but the truth of the matter is that we must.

These type of Management Skills can help in resolving employee relations issues quickly and more effectively, and can create greater satisfaction with the workgroup.

- Understand what Conflict Management actually is and how it manifests itself in their workplace
- Tackle conflict in its earliest stages to prevent it becoming too large to handle
- Effective listening skills
- Differentiate between conflict and confrontation
- How you can create further conflict if you don't handle the situation effectively
- Use logical or emotional language as appropriate to the situation

Did you know your company is eligible for Training Funding of £1,000?

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