



## Conflict Management Training

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*Special One Day Course*

Many people do not feel very confident about their communication skills.

Especially when dealing with complex situations or difficult people.

There are some people who avoid difficult situations and hope things will improve by themselves.  
There are others who mis-manage situations and make matters worse.

Mis-communications and poorly managed conflicts can waste too much time and money.

So, on this course, you will gain more confidence in accurate communication and conflict management.

### You should attend the course.....

1. If you sometimes say to yourself "I know what I mean but I can't explain it".
2. If you believe conflicts may sometimes be based on misunderstandings
3. If you have to handle strong characters that you find difficult to deal with.
4. If you have to handle moody, emotional characters that you also find difficult.
5. If you sometimes lose your temper and make the conflict situation worse - not better, by saying too much ; or
6. If you leave it for too long and just hope the situation will resolve itself.
7. If you wait and wait and wait ....and then let rip!
8. If you are unsure of when it is right and when it is NOT right, to compromise.

If any of the above descriptions fit you, then the course will be a benefit.



## Corporate Coach Group

### Benefits of this communication skills and conflict management course

1. You will feel more confident during all communication situations
2. You will get the best possible result from the situation with the minimum fuss, in the shortest possible time
3. You will avoid all the expense, perils and emotional turmoil of a badly managed conflict situation
4. You will feel happier to handle any complex work situation

### Course agenda

#### Day One AM - Clear and accurate communication

1. The need to act from professional principles not by your feelings or mood
2. The need for clear communication
3. How to define your meaning and avoid miscommunication
4. Focus on what CAN BE DONE, not on what cannot be done
5. Distinguish between legitimate criticism and cynicism
6. How to improve your listening skills

#### Day One PM - Resolving conflicts based on poor behaviour

1. Remember to let them save face
2. How to use factual language, NOT emotionalised, highly charged language
3. Always prepare your message in advance
4. Always give them a specific "way out" of the conflict situation
5. Distinguish between "reasons" and "excuses" for not doing something
6. Learn when to compromise and when not to
7. Watch the body language and listen for the voice tone
8. Keep control of yourself

#### Final summary

How will this training help you to get the best from yourself and others?



### The training days are inclusive of:

- Full days training
- Teas/coffees
- Lunch
- Full colour course notes
- Written action plan to take away
- Audio download of the programme
- Access to the post course portal
- Plus three months FREE telephone coaching to answer any on-going questions

### Plus 3 months free telephone coaching

To answer any on-going questions, you will also receive email and telephone support from your trainer after you have attended the course.

Whilst you are implementing what you have learned we will be there to help you if you need us for advice, guidance and coaching.

### The method of training is as follows:

#### The training is to be:

- Delivered in an enthusiastic and interesting way that will involve all the delegates.
- Whilst being consistent with the plan, the training must be flexible and responsive to the needs of the individual delegate group.
- Highly practical, structured and organized.

#### The training method follows this general pattern:

1. The trainer gives a clear explanation of the point in question.
2. The trainer then demonstrates the principle and gives specific examples.
3. Then, the delegates practice by doing an exercise with each other.
4. The delegates practice by doing exercise with the trainer.
5. All points are supported with full written notes to take away.
6. Delegates are asked to write down an associated action, for each point made.
7. (At the end of the day, we have about twenty such actions, from which the delegates choose six which are the most personally meaningful).



## A word from our previous delegates...

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The course content was stimulating. The trainer's presentation was very effective. Chris delivered difficult concepts with insight and humour.

*Delegate: C Jolly  
Company: Greencore*

The course content was very comprehensive and covered relevant points. The trainer's presentation was interactive, informative and challenging.

*Delegate: W Graham  
Company: Ikea*

The course I found very interesting, using models that I was not familiar with, different thought processes. The presentation was very professional, informative and interesting.

*Delegate: J Dickinson  
Company: Riomay*

The course content was very useful, exactly what I was looking for. Encouraged thought and methods to take back to the work place. The trainers presentation was very clear, Chris not only delivers the training but stands behind his methods and believes in the content.

*Delegate: T Stuchfiled  
Company: Primecare UK*

The course content was excellent, thought provoking and inspiring. The presentation was clear, concise, professional and relative.

*Delegate: J Walker  
Company: Telus*

The course content was very good, informative and positive. No "Dull Moments".  
The trainer's presentation was good – Well presented.

*Delegate: S Bent  
Company: B+V Water Treatment*



The course was excellent. Interesting, thought provoking, very useable. I have already put different aspects of the course into practice. The trainer's presentation was Excellent. Thoroughly enjoyed each session and would like to come back for a refresher course. Very motivating and a very inspiring person.

*Delegate: K Hogarty-Hingsto*

*Company: Hartpury College*

The course was very informative, with lots of thought provoking questions to think on after. The trainer's presentation was well produced and slick NO excess content.

*Delegate: B Pain-Tolin*

*Company: BTCV*

The course was very very good. The course was well structured and has provided me with an opportunity to reflect on how I can improve further in my role. The trainer's was very focused, kept the course moving, related well to the group. Created non-threatening environment.

*Delegate: M Ridout*

*Company: Sparsholt College Hampshire*

The course content was very good, quick win early on kept my interest piqued. The presentation was very good, inspiring and animated.

*Delegate: K Rhodes*

*Company: RAF Wittering*

The course content was informative and well-constructed. The trainer presented very clearly and effectively. The presentation was very enjoyable.

*Delegate: N Yemm*

*Company: Hulley & Kirkwood Consulting Engineers*

The course content was great, really visual. The trainer's presentation had lots of great detail and stories to illustrate each point.

*Delegate: M Painter*

*Company: Lloyds Banking Group*



I really enjoyed the breadth of what was covered today. The trainer's presentation was very good and clear.

*Delegate: S Windridge  
Company: Prudential UK*

The course content: Interesting and very broad content. We covered a lot of subject matter during the course. The trainer's presentation was excellent, very clear and concise. Interesting and charismatic.

*Delegate: E Inegbu  
Company: Prudential UK*

Excellent course that helped to bring new insight and reinforce and bring back concepts from many years ago. The trainer's presentation was upbeat, positive and inspiring.

*Delegate: M Judson  
Company: JSP Ltd*

The course content was comprehensive, eye-opening and informative. Excellent presentation, kept interest up and made the course come to life. Good real-world examples to inspire and inform.

*Delegate: J Gibson  
Company: Fuji Film*

The course content was very detailed and interesting. The trainer's presentation was good, with time for re-caps and questions.

*Delegate: R Graham  
Company: RAF Wittering*

The course content was interesting, could be applied in business environment but also in general life. I like the wrong box / right box! The presentation was very dynamic and directive. Knowledgeable. Good use of examples which helps.

*Delegate: S Chou  
Company: JSPMLtd*

The course content was excellent, extremely useful tools which I shall use with both students and staff. The presentation was very good, Right mix of talk, discussion and activity.

*Delegate: J Noble  
Company: The Sittingbourne Community College*

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