



MANAGING PEOPLE / MANAGING CONFLICT

INTRODUCTION

This training is designed for individuals who need to manage conflict and hostility either within themselves or in others.

If you want to improve your overall effectiveness in resolving interpersonal and intra personal issues this training will provide you with the information to do so more confidently.

See Also: Titles including 'emotional intelligence'

DESCRIPTION

Develop and Understanding of Negative Thought and Behaviour

An introduction to theory, why people behave the way they do, the difference between negativity and hostile action.

Understand The Impact of Anger and Negativity on Personal Behaviour

Know what makes you angry, what happens physically and mentally when angry, understand the effects of anger on the business.

Strategies to Deal With Negativity in Self

A step by step approach, re drawing your responses, knowing what action to take.

Managing Others

Analyse and use patterns of behaviour, change your response, using constructive and positive responses.

Creating a Personal Plan

Create your own individual future plan.

OBJECTIVES

You will learn about:

- The impact of anger on personal behaviour
- Breaking and changing the emotional cycle and patterns of negative behaviour
- Dealing with others more effectively
- Hostile and negative behaviour
- Practical and personal strategies to employ on a day to day basis