



Graham Norris works as a Development & Performance Coach and is a director of Action in Change. As a qualified Mediator, he has worked within communities supporting the resolution of difficult neighbourhood disputes and he brings conflict resolution skills to his development work with individuals and teams.

Managing Conflict Effectively

Graham Norris

Three sessions over 3 weeks costing £160

Whether we like it or not, conflict is an inevitable part of our lives. Conflict isn't the issue, what is important is how we handle it: do we let it consume our lives or do we recognise it as an opportunity? This programme looks at the root causes of conflict and examines the choices open to us in terms of how we respond to difficult and challenging situations.

Session 1 - Wednesday 2nd May 2012, 6:30 - 8:45pm

Setting personal goals in terms of conflict management; Understanding the term conflict; Recognising the cycle of conflict; Appreciating the effects of being in conflict; Moments of awareness and identifying 'hot buttons'; Goal setting – making a sustainable change.

Session 2 - Wednesday 9th May 2012, 6:30 - 8:45pm

Differences that lead to conflict; Identifying typical behaviours in conflict; Conflict management styles; Conflict management strategies: Fight, Flight, Freeze and Flow; The skills of conflict management – reframes and internal listening; Creating Flow; Goal setting – making a sustainable change.

Session 3 - Wednesday 16th May 2012, 6:30 - 8:45pm

The skills of conflict management – understanding incisive questions; The blame game - responding not reacting; Facts and emotions, Handling aggressive behaviour; Creativity and thinking beyond impossible; Understanding what Win-Win really means; Reviewing progress.

To book your place:

Please contact Deborah Seymour:

Phone 01458 844457 email dseymour@strode-college.ac.uk

OR

Complete your name and contact details below and hand into Strode College reception:

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