



Skills for Business

Handling Conflict

Course Description

Duration and structure

This workshop runs over one day and is a very practical workshop which is tutor led. All the sessions involve delegate input to allow them to develop and demonstrate the skills of conflict management.

After this workshop delegates will be able to:

- Understand why conflict occurs
- Put strategies in place to avoid conflict
- Maintain their assertiveness without becoming aggressive
- Handle conflict effectively when it occurs to maintain the business relationship

Who Should Attend?

Anyone who is likely to deal with unhappy customers or suppliers.

What Do I Do Now?

To book a course or to get more details please complete the Enquiry Form, call us on 01733 567262 or e-mail us at admin@vitaltraining.co.uk