



Conflict Resolution Workshop
Developing teams to improve performance



**Delivered by
Rainmaker**

Dealing with conflict

Are you wrestling with some of these issues?

- You've merged a company or brought together new groups of people
- The newly merged team need to revisit how we manage around here
- There seem to be too many raised voices and data free discussions
- Too many people seem to think they make the final decision
- There are fundamental changes out in the market place...
- You need to make your teams aware of the changes and work out how to respond



- You want to reduce the level of conflict in the organisation
- You want to rally the team around a shared vision
- You want to make use of the best ideas
- You want to gain more business from your existing clients
- You want to make the best use of people's different skills and experiences
- You would like to do more of what works and less of what doesn't
- You would really like to work out which is which!
- You would like to install a new set of values in the team
- You want to do some business focused team building

Workshop Facilitation services
from Rainmaker are your answer



Dealing with conflict

Format and Attendees :

1 day workshops available for Consultants, Human Resources personnel and Line Managers who need to develop conflict awareness, management and resolution in their organisation.

We always aim in our workshops for a little theory then demonstrations. Lots and lots of just doing it! There will be lots of practicing with the trainer and your colleagues. We do expect delegates to bring common conflict based issues to deal with during the workshop

How many delegates do we recommend to attend?: 12 Max

Workshop outline:

Left unresolved, conflict in any organisation will disrupt communication, reduce staff morale, motivation, performance and ultimately lower job satisfaction.

It can also be very costly as it directly affects things like productivity, quality, customer satisfaction and potentially - incur significant legal fees.

Rainmaker has developed a practical yet effective approach to dealing with conflict in businesses, regardless of seniority, level or function.

We give opportunity for those in conflict situations to identify the issues and their impact, explore options, reduce the blame culture and reach practical outcomes through a clear action agenda.

What you will get:

By the end of the workshop you will be able to:

- Describe the types, causes and impact of conflict at work
- Identify different approaches, styles and positions people adopt in conflict situations
- Describe how emotions can be sensitively handled to achieve a successful resolution
- Deal with conflict in a pragmatic manner, addressing root causes and not just symptoms
- Use listening, questioning and feedback to understand and be understood in awkward situations
- Demonstrate and apply the skills necessary to successfully tackle conflict
- Develop personal action agenda to deal with conflict in your organisation.

Our workshops can be tailored to meet your specific needs and conflict situations.

Biography of the facilitator

Kevin Howes MCIPD



Kevin has more than 25 years delivering bottom-line results in blue-chip companies and SMEs.

His clients tell him they like his informal, practical, straight-talking approach.

He'll roll up his sleeves and build enduring relationships at all levels based on mutual trust, personal credibility and a passion for achieving agreed results.

He's trained people in companies like AbiCare , Accident Exchange, Britax, Commsoft , DaimlerChrysler, Epson, Ford, Griffon-Hoverwork, Hewlett-Packard, Legal & General, Lloyds Bank, Oracle, Sankyo, BT Cellnet (now O₂), and Zurich Financial Services to name but a few

Key skills

- Accurately capturing the essence of client needs and business priorities
- Translating client needs and expectations into practical and compelling Training, Consulting, Coaching & Mentoring or Workshop solutions
 - Designing and implementing customer satisfaction and loyalty surveys
 - Running staff engagement surveys and programmes
 - Culture and change readiness audits
 - Strategic competency and behaviour assessments
 - Running workshops with product manufacturers and their major customers to generate product innovations, ideas and enhancements
- Designing, and delivering bespoke management and executive programmes:

In his spare time Kevin and his family built a 50 foot steel narrow boat and renovated a 16th century mud hut in Devon.

He also attempts to play the bass guitar – luckily he has no direct neighbours. 😊

Engaging staff and building their ownership of any changes from the outset is a cornerstone of Kevin's approach.



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