

# Academy of Training

## Managing Conflict and Personality Differences

### Overview

We all live in different worlds of experience. Among those worlds are differences of opinion, standards, habits and sensitivities. It is inevitable that there will be times when these differences could lead to conflict or threats to relationships in the business environment. Although often disruptive, if managed effectively, such differences need not be destructive.

A one-off change in behaviour is rarely enough to avoid or resolve a conflict. There are, after all, there are few one shot wars! Managing conflict and personality differences successfully usually requires a more thoughtful and sustained effort.

### Objective

The objective of this two-day workshop is to assist managers, team leaders and other staff in developing or updating all the key skills to assist them in managing conflict and personality differences more effectively in what frequently is a regulatory environment. Tailored to the specific needs of participants, the programme looks at both relationship management and prevention and control of conflict.

### Content

Topics covered in the programme include:

- Conflict and personality differences - an overview
- Causes and benefits of conflict
- Understanding "perceived" and "real" differences
- Different ways of handling conflict and personality differences
- Understanding and working with different personalities
- Assessing your own style of behaving and its impact
- Personal discipline and control
- The point of choice - fight or not to fight
- Guidelines for controlling issues in relationships
- Interpersonal skills for positive outcomes
- Choosing the right behaviour
- Words we use
- Handling objections and opposition effectively
- Negotiating quality outcomes
- Conveying "bad news" constructively
- Saying "no" without damaging relationships.

### Method

The workshop will be interactive, built around current situations and issues of participants.

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