

Managing conflict constructively

Autumn workshops 2011

All managers need the support and co-operation of their teams in order to achieve high performance and productivity. But what can we do when some people seem determined to be 'awkward' or 'difficult'? If left unresolved, it can lead to longer-term disharmony, distrust and dispute.



This course has been designed to help you deal with, and better manage, conflict. It is a practical workshop with supporting theoretical input and plenty of opportunity to discuss and work through your own issues. At the end of the day, you'll take away a personal action plan to enable you to manage challenging behaviour in the workplace and ensure a more harmonious climate within your team.

AREAS COVERED WILL INCLUDE:

- Definitions of conflict – what makes it so difficult?
- Triggers for conflict and personal conflict sequences
- Establishing ground rules and agreeing behavioural boundaries
- Understanding how individual motivators and values can give rise to conflict
- Using Transactional Analysis to conduct mature, professional conversations
- The ten types of difficult people
- Working with the 'five dysfunctions of a team' (based on Patrick Lencioni's work).

WHO SHOULD ATTEND?

This course is for everyone who manages people and all those who feel they would like to establish better relationships with their team colleagues or other stakeholders.

OUR TRAINER

Sue Waterall is a training specialist with over 15 years' experience of training design and delivery in both the public and private sector. She is passionate about personal development and behavioural change, and uses her energy and facilitation skills to create a positive, stimulating learning environment. Sue is a certified practitioner of NLP, is accredited in the use of a range of emotional intelligence inventories and holds the CIPD Certificate in Training Practice.

Thursday 22 September 2011 | London

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How to book

- Online:** For our online booking form, go to: www.hqnnetwork.co.uk/forthcoming_events
By post: Complete this form and send it to: HQN Limited, Rockingham House, St Maurice's Road, York YO31 7JA
By fax: Fax us on 0845 4747 006 (*a fax transmission will secure a firm booking if places are available*)

PLEASE DO NOT SEND ANY PAYMENT! We will confirm your booking and send an invoice to you.

We are considering introducing credit card payments for delegate places - would you be likely to use this option? Yes No

Who are we? HQN Limited is a housing consultancy and training company providing high-quality advice and support to councils, ALMOs, housing associations and other housing providers. Our subscription service, The Housing Quality Network, has around 700 members, who are kept up to date on policy and best practice via briefings, workshops and our electronic information bank. We also run specialist networks for practitioners on a range of housing issues and provide interim and project management services. To find out more, visit our website at www.hqnnetwork.co.uk, or call us on 0845 4747 004.

Delegate fees The cost of this event is £250.00 for one delegate (plus VAT at the applicable rate).
Discounts are available on multiple bookings – £225.00 per delegate (two bookings) (plus VAT at the applicable rate).
£200.00 per delegate (three or more bookings) (plus VAT at the applicable rate).
The fee includes refreshments, lunch* and an information pack.

		Fee payable (incl. VAT)
Delegate name	Position	£ :
Email address		
Delegate name	Position	£ :
Email address		
Delegate name	Position	£ :
Email address		
To enrol additional delegates, please photocopy this form.		TOTAL £ :

Name of person making booking	Order no.
Organisation	
Job title	
Email address	Tel no.
Invoicing address	
	Postcode

Booking Form

Bookings: Bookings are subject to HQN Limited's conditions dated 23 February 2005, a copy of which can be obtained from our offices, free of charge.

Cancellations and substitutions: A full refund will be given if a cancellation is made 28 calendar days or more prior to the event, and a 50% refund if a cancellation is made 15-27 calendar days prior to the event. We regret that no refund can be given if a cancellation is made 14 calendar days or less before the event. Cancellations must be made in writing, and will be acknowledged by HQN Limited. There is no refund for non-attendance, but delegates may be substituted at any time.

Guarantee: As with all our events, our guarantee is that if a delegate attends this event and for any reason does not find it worthwhile, we will refund their delegate fee in full. To take advantage of this guarantee, the delegate fee must be paid in full prior to the date of the event.

* Please let us know if a delegate has any particular needs, including dietary, and we will do everything possible to meet their requirements.

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