



"Outstanding" high-quality, in-depth, and well-researched training days with comprehensive handbooks, with immediate applicability.

- ◆ All courses are also available as INSET
- ◆ Please call

LEADERSHIP & MANAGEMENT

Get Set For Success!

0900 registration & coffee, 0930 start
1230 lunch, 1500 finish

HANDLING CONFLICT

*Implementing change? Dealing with 'resistant' colleagues?
8 out of 10 delegates vote this course as 9 or 10 out of 10.*

Written and presented by
DAVID THOMSON

"Ten out of ten in all aspects"
Headteacher

"Brilliant"
Director of Studies

"Fast pace, informative and thought-provoking."
Deputy Headteacher

"I am an experienced Head and I found it very worthwhile."
Headteacher

"This has really helped me."
Head of Department

Benefits

- ◆ Greater self-awareness - one of the magic keys to success
- ◆ A more informed understanding of conflict
- ◆ Recognising the different types of resistant behaviour
- ◆ Learning how to respond to specific difficult behaviour types
- ◆ Learning from the experiences of fellow delegates

Course Description

A course for Heads and Deputies, Directors of Studies, Heads of Department and Year Co-ordinators who are implementing policies and change and who have to work with resistant and, sometimes, very resistant behaviour from colleagues who do not wish to change. How can you deal with this challenge more effectively? This course will give you the key to managing conflict successfully. You will learn how to evaluate your own response in difficult situations and how to improve your approach. You will learn about the different types of resistant behaviour, and you will be given suggestions for specific actions for each different type. Additionally, you will be asked to bring your own experiences to share - one or two specific instances of how a 'difficult' colleague blocked or continues to block progress. This case-study approach allows the day to be grounded in reality and you will have the advantage of learning from the experiences and expertise of others attending the course.

Session 1

The context - Perception, Style, Heroes?
Setting personal goals/objectives
Finding solutions

Session 2

Responding under pressure
Identifying specific behaviour patterns
Learning from case studies
In-depth guidance for handling conflict/resistant behaviour

Session 3

Reflection on issues, including accountability and pressure on you, power balances and capturing new knowledge of yourself and other individuals, groups or 'the culture'
Action planning for yourself and/or your team
Evaluation of the day

PLEASE NOTE: If more than one staff member is attending from the same institution, careful consideration needs to be given to how free they will be to genuinely explore their own responses and thinking in each other's presence. This is not designed as a mediation course.

This course also forms part two of a two-part programme. Book '**Outstanding People Management**' and really commit to extending your performance!

BOOK NOW ONLINE!

www.futuremind.co.uk

or

by fax, phone or email