



“MANAGING CONFLICT” (4 HOURS)

Audience: Designed for proprietors, managers, supervisors and team leaders.
Recommended Minimum: 6, Maximum: 20.

Venue: Preferably in an external training venue.

Ineffectively managed conflicts can severely damage the financial performance of a business as well as irreparably damage valued personal relationships.

Managing Conflict not only covers how to effectively manage these conflicts should they arise, but also suggests how to prevent them in the first place by pro-actively setting people management systems in place. These systems enable benefit to be gained from the differences of opinion at the root of the conflict without allowing those differences to manifest into destructive behaviours that will damage relationships within the business and the business itself.

It includes detailed information on a range of strategies for resolving conflicts when or if they arise as well as practical role-plays dealing with some typical conflict situation in pharmacies.

Topics include:

- **What is Conflict?**
- **Potential Positive Consequences of Conflict**
- **Pre-dispositions to Conflict**
- **Different Responses to Conflict**
- **The Financial Cost of Ineffectively Managed Conflict**
- **The Nature of Resolution**
- **Strategies for Managing Conflicts**

Participation in this module as a ‘one-off’ is a very valuable learning experience that is significantly enhanced if participants are able to complete the whole Leadership and Management Program Series. This series is run in capital cities and various regions for proprietors, managers and senior staff.