
CONFLICT HANDLING TIPS

Primary People Ltd offers a unique range of options to help develop individual excellence, combining:

- 1) **Models of Behaviour** 2) **Process thinking** 3) **Business management**

One option is to book a **Conflict Handling workshop** for your organisation and here are ten useful tips for you to think about:

1. Check out your assumptions about the situation.
2. Listen to the other party.
3. State your case clearly and in writing to avoid confusion.
4. Ask the other party what they really want.
5. Ask yourself if you are being reasonable.
6. Sit side by side and not across a table and look at the problem together.
7. Be prepared to consider alternative solutions.
8. Think about the consequences of continuing the conflict.
9. Ask what is the benefit to us of resolving the conflict?
10. Ask what do we have to do differently to keep the conflict resolved?

Please read through the other products we offer and let us know if you would like more information.

Coaching

developing individual talent

Coaching programmes can combine structured coaching conversations with specific training inputs. People learn and develop at a pace they are comfortable with and in a confidential and supportive environment.

Training Days

developing skills and teams

Provide teams with a boost to get them moving or help functional managers learn more about themselves and improve communications. Training days are also a great way to begin a long term change programme. People have the chance to reflect on their own strengths and styles before embarking on a complex technical project.

Personality Profiling

developing work strengths

16PF5	- Detailed profile for key staff development
Team Roles	- Help to build teams for success
Learning Styles	- Self awareness and problem solving
Conflict Handling	- Increase flexibility and work collaboratively

Contact **Primary People Ltd** to arrange an initial meeting:

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