

Personal Development

# Conflict Resolution

## Course Details

### Price

£215.00

### Length

Half Day (09:00-12:30)

## Course Overview

This half day course will equip attendees with practical tools to manage and resolve conflicts effectively, fostering respectful communication, collaboration, and mutually beneficial outcomes in personal and professional relationships.

## Course Content

During this interactive course, delegates will learn:

- The Conflict Cycle and a valuable model that helps you to focus on what you can control and let go of what you can't
- How attitude affects behaviour and vice versa
- Questions that build rapport and help to avoid conflict
- Active Listening and why this is so essential in conflict resolution and avoiding it altogether
- Empathy as a superpower

**Flexible learning that works for you**

E:admin@gta.gg | T:224570 | W:gta.gg

Proudly part of  
 THE  
GUERNSEY  
INSTITUTE

- A powerful yet simple technique that helps you to understand what is happening in a situation and how to diffuse conflict
- Assertive, Aggressive, Passive and Passive-Aggressive behaviour types
- Emotional Intelligence and how to develop it
- How to say “No” when needed in a respectful and professional way
- Various activities throughout to practice the skills you have learned

## Benefits

- Effective Conflict Management: Practical tools to handle conflicts
- Focused Control: Learn to focus on what you can control
- Improved Communication: Build rapport and avoid conflicts with thoughtful questions
- Active Listening Skills: Essential for resolving and preventing conflicts
- Empathy Mastery: Use empathy to understand and diffuse conflicts
- Behaviour Awareness: Recognise and manage different behaviours
- Emotional Intelligence: Develop and apply emotional intelligence
- Respectful Boundaries: Learn to say “No” professionally
- Hands-On Practice: Practice skills through interactive activities

## Next Steps

If you would like to book a place on this course please click on the '**Book Course**' button to the right of this page and login or register for a user account to complete your booking(s). Any queries please do not hesitate to contact us via [admin@gta.gg](mailto:admin@gta.gg) or call us on 01481 224570.

If no date is scheduled for this course at the present time please click on the '**Register Interest**' button and login or register for a user account so that we can add you to our course register. This register allows us to contact our tutors and finalise dates for a course as soon as we have a few people who have expressed their interest, so the more delegates who register their interest, the sooner we can schedule a particular course.

# Course Tutor

## Korinne Le Page

Korinne has more than 27 years' experience in Training, Leadership Development, Coaching and Counselling. She has also worked for major multi-national Companies, delivered Management and Communication programmes abroad and online across a variety of Market Sectors. Korinne started her career in Finance, then as an Operational Manager in Customer Service, managing teams in challenging environments and she became an Entrepreneur in 2000. Therefore, Korinne has first-hand experience of the issues that can arise from all angles, as well as appreciating the importance of providing inspirational leadership and seamless customer service.