

Conflict Management

Influencing Others to Resolve Difficulties

When it comes to managing conflict in the work environment most of us run away, not because we are scared but because we don't know what to do.

This workshop will cover all the aspects of managing conflict from understanding what language is used through to influencing and persuading individuals.

Delegates will be asked to identify their own powerful language and where to use this positively. They will understand and learn techniques to deal with objections, where they come from and how to overcome them.

Topics covered

- **Get the attention of the unconscious mind, know whether you're getting what you want, adjust what you're doing accordingly**
- **Understanding the communication process**
- **Identifying personal communication style and start to recognise the communication style of others**
- **Overcoming nerves and learn how to gear-up for peak performance**
- **Building rapport, reciprocity for networking and negotiation**

This workshop is suitable for all employees including senior management. It can also be used as part of a talent programme with respect to managing upwards.



Katie Day



Katie is a qualified Executive coach and guest lecturer of Business Etiquette at Warwick Business School, she is highly regarded in the fields of Equality, Personal Branding, Cultural Awareness and Corporate Social Responsibility.

Her background is predominantly in global banking, working with the European Bank for Reconstruction and Development from 1995 to 1999 running self development courses and guiding the Bank through the maze that is Diversity. In 1999 Katie joined Business in the Community working primarily with London city clients on Diversity issues, specialising in gender diversity. Katie also worked with clients on their corporate social responsibility agenda for 6 years.

Katie's clients include Kent County Council, The Bank of England, The National Archives and Inmarsat Global.

Equally as comfortable with small and large corporate organisations Katie brings a down to earth approach to very tricky subjects. She is passionate about bringing positive change to all individuals whatever their background.

Katie also has qualifications as a personal development trainer and image consultant.