

# Managing conflict and difficult situations with your staff

**DATE:**

14th March 2012,  
10.00 am - 4.00pm

**VENUE:**

ACER, St. Ives

**COST** per delegate:  
£115 ACER member  
£130 non-members

**Facilitator:**

Paul Hull has been involved in education for over 17 years and has held management positions at various levels. He has also managed and worked with a range of staff outside of education including 17 London Doormen which he describes as being "fun

Conflict not only has a high personal cost but it is expensive for your organization.

Research indicates that a typical manager loses 25% of the day responding to unhelpful conflict. This is time lost to creative, productive work.

Conflict situations are high on the concern list for new managers and existing managers alike and whilst there is no 'silver bullet' to these situations there are methods that will help re establish equilibrium.

This workshop explores the strategies and approaches available to managers when dealing with conflict situations or difficult staff.

The day is split between dealing with a manager's personal conflict with staff members and managing conflict between staff members.

Topics covered during the workshop:

- Handling colleagues who exhibit negative behaviour
- Recognising the causes of conflict
- Managing anger and manipulative behaviour
- Using language to build bridges not barriers
- Negotiation, mediation and arbitration – differences and approaches
- Preparation and planning for difficult meetings
- Recognising and managing varying personality characteristics

**Who should attend?**

This course is suited to managers, team leaders and coordinators and anyone responsible for interactive dynamics of staff. Whether new to the position or with many years experience, if you are dealing with conflict or difficult situations then there are more strategies to explore.

To book your place at this event, please complete a booking form and return it to [christine.stewart@acer.ac.uk](mailto:christine.stewart@acer.ac.uk). For more information about the event, contact Christine on 01480 468198 or visit our website - [www.acer.ac.uk](http://www.acer.ac.uk).