



C H A N G E M A T T E R S

## **INFLUENCING SKILLS AND MANAGING CONFLICT** **(Two Day Workshop)**

### **AIM**

The increasing complexity of organisational life places considerable pressure on staff in their endeavours to achieve. The additional burden of limited resources creates an environment of fierce competition, each department and sub-department fighting for its own corner. But although competition has its own rightful place in an organisational setting and while healthy rivalry between sections can produce positive outcomes, it should be remembered that to accomplish broader organisational goals, competition must not impede collaboration either between individuals or departments.

To be effective, both competition and collaboration requires the acquisition of a number of skills involved in managing conflict and influencing others. This workshop was aimed at providing these essential skills.

### **PARTICIPANTS**

This workshop was designed for a group of Directors of Public Health working at Board level within newly formed primary care trusts.

### **CONTENT**

- Conflict Management
  - Understanding Conflict
  - Styles of Conflict Management
  - Personal Profiling
- Power in Organisations
  - Understanding Sources of Power in Organisations
  - Developing and Using Sources of Power
- Assertiveness
  - Understanding Assertiveness
  - Developing Self-Esteem
  - Techniques and Skills
- Negotiation
  - Persuasion Skills
  - Positional Bargaining
  - Principled Negotiation
  - Group and One-to-One Negotiations