akenham
Inspiring Performance

Title	Managing Conflict	Understand what drives conflict, and use this understanding to manage conflict situations with greater skill
Intro	Why is this skill element important?	When handled well, conflict is an opportunity to grow working relationships, learn from mistakes, and create mutual understanding in the team. Handled badly, conflict can turn toxic and be highly destructive to team morale
	Learning outcomes	• Understand what drives conflict and why we see difficult behaviour • Adopt a structured approach to keeping difficult conversations on track
	Content agenda	Define conflict. Explore underlying causes and identify conflict behaviours using the Chimp Paradox How conflict escalates and why Explore a structure to manage behaviours and de-escalate conflict, based on a greater understanding of the causes
Body	Understanding the challenge/issue	Conflict is usually in response to some kind of perceived social or physical threat. The Chimp Paradox model explains why we can get triggered so quickly. Once triggered, there are psychological modes we adopt in conflict
	Insight	How to stop further escalation and then de-escalate, by managing ourselves and our own responses before seeking to manage others. Demonstrate a structured approach: preparation, clarity of expectations, listening, empathy, calming the chimp and change of mode.
	Experience	Explore these approaches through scenarios
	Apply & reflect	Use a past difficult issue they have faced, with any colleague or stakeholder. Break down the conflict, understand how it happened, and where the conflict escalated. Explore ways it could have been de-escalated and resolved
Wrap	Next steps/transfer	Plan an upcoming conversation that has the potential for conflict