

Workplaces are changing; in recent years we have seen the exponential growth of the skills based environment. This means it is more crucial than ever to stay in control of your emotions both personally and professionally. In *'How to Manage Conflict & Confrontation 8 Principles for Dealing Effectively with Difficult Situations in the Workplace'* we will outline proven principles to managing and dealing with the inevitable situations that arise in the workplace that can lead to resentments and anger if not handled effectively and timely.

- Do you know how to be successful in the workplace of tomorrow?
- Do you understand how to effectively manage conflict and confrontation?
- Do you want to know how to use anger constructively, increasing your success rather than hindering it?
- Do you recognise your own emotional triggers?
- These are just a few of the topics you will find in this booklet

Benson & Company conduct **'in-house and public courses'** and employee development programmes for public and private organisations throughout United Kingdom and internationally. Our programmes assist individuals formulate professional working strategies that channel their talent into tangible organisational outcomes.

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A Sabel & Stone Publication
LONDON & NEW YORK



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ESSENTIAL MANAGEMENT GUIDES

HOW TO MANAGE CONFLICT & CONFRONTATION

8 PRINCIPLES FOR DEALING
EFFECTIVELY WITH DIFFICULT
SITUATIONS IN THE WORKPLACE



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5 Great Reasons To Use Us!

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1. We have a Solution to Every Challenge

Regardless of whether it's a single course a year or a hundred courses we understand the challenges that you and your business faces. Our Training Consultants come with a minimum of 20 years experience and a deep understanding of your industry. Not only will your consultant be an expert in their subject area, but they also will have spent significant time working in your specific industry and will bring new and fresh insights to act upon.

2. Dynamic 'Real World' Advice that Works

Content rich, actionable and relevant are our watch words for any training that we deliver. Our highly skilled trainers are experts at adult learning and transferring skills and knowledge so that staff can apply their new tool into their work environment from the word 'go'.

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Our development skills training courses include everything from Assertiveness to Writing Skills and beyond. Whichever course that you choose, we guarantee that it will be information packed, relevant, and enjoyable. We understand that when learning is fun, the material is remembered and acted upon!

4. Cost Effective Training without the Hidden Costs

Our delivered training and development solutions will always provide your staff with more in value than we receive in price. There are no hidden costs and no 'extras.'

From pre planning to post evaluations and beyond we only charge a single amount that covers everything;

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Our training is designed to delight and inspire employees to act on new information, if however, we do not deliver on our promised results, the training will be on us. Unless you're 100% satisfied, there will be no course fee, because if you're not happy, we're not happy. Our courses are designed to be participative, interactive and engaging whilst also delivering current thinking and theory on the specific topic area. For more info on In-Company training solutions, please see our website at www.bensoncompany.co.uk

For a consultation to bring a Benson & Company development programme into your workplace

call **0800 088 7569**

or email us info@bensoncompany.co.uk

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How to Manage Conflict & Confrontation – 8 Principles for Dealing Effectively with
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© Benson & Company 2014

ISBN: 978-0-9928665-2-5

1. Business 2. Management

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INTRODUCTION

This booklet has been designed to provide you with useful information that will make you more effective in the workplace. It will also give you a small glimpse of some of the advantages to continually developing your own abilities.

At Benson & Company we fully understand how crucial it is to ensure you are able to adapt in line with emerging knowledge and information. Technologies, systems, and procedures are evolving at a faster rate than ever, which in turn means your role can become obsolete quicker than before.

Factoring in the current economic climate means we have a modern workplace that can be merciless to those who become complacent. Job security can only be achieved when you take a proactive approach to making yourself as valuable and effective as possible.

We have worked closely with leading global companies to develop strategies that ensure they not only survive, but also

thrive. We know any company is only as strong as the individuals it's comprised of. We equip managers and supervisors with all the necessary tools to not only perform their job, but also to innovate and excel.

The core principles behind our consultancy and training services have become an integral part of our client's continued success. Isn't it about time they became part of yours!

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PRINCIPLE 3:

PLACING BLAME - HOW THIS COMMON, DESTRUCTIVE HABIT CAN LEAD TO DISASTER

It is a more common habit than we think. It doesn't always involve the literal finger pointing, and quite often can be a lot subtler. It is human instinct, especially in the more competitive environments, to not want to be at fault. Usually the easiest way to not be at fault is by someone else being at fault. This instinct often stems from our childhood, where we first learn about the merits and punishments associated with our behavior.

THE REALITY

In most of these situations there is rarely a clear cut right or wrong. There are so many factors in every decision we, and our colleagues make, that to hold someone solely accountable is unfair, and usually counter productive and damaging to team morale. The continuation of the blame game for any length of time can lead to a complete breakdown of working relationships.

Often when blame is placed on an individual their first instinct will be to find a way to pass it on again. It is important not to let this routine take hold. Mistakes and bad decisions always have and always will happen, you will recover from them far quicker

as a team. Energy spent on bickering, defending yourself, and blaming others could be much more effectively used analysing how the mistake occurred. This allows you to be able to provide and receive feedback.

LEARN TO EMPATHISE

When dealing with the mistakes of others the main goals should include not victimising or isolating the person, and helping them to see it as an opportunity to not only improve themselves, but the company processes and procedures that allowed it to happen. By being sympathetic but honest in your approach you will strengthen relationships, improve team morale and recover quicker. This will help to set a positive precedent for dealing with mistakes and bad decisions, which you will appreciate greatly when one of them is yours.

“People spend too much time finding other people to blame, too much energy finding excuses for not being what they are capable of being, and not enough energy putting themselves on the line, growing out of the past, and getting on with their lives.”

J. Michael Straczynski

End of Sample

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Thanks!