

Managing Conflict

Conflict can be a major factor in stress, bullying and harassment, poor teamwork, poor performance, poor service, communication problems, discrimination, low morale, sickness absence, staff turnover and related factors. Being well equipped to deal with conflict is therefore a considerable asset for individuals and for organisations.

Managing Conflict is a DVD presentation by leading author, Dr Neil Thompson, in which he discusses the prevalence and impact of conflict; the four levels of conflict and the differences between them; and the 'RED approach' to effective conflict management. It concludes with a discussion of the three Cs of conflict: calmness, confidence and communication.

The DVD is approximately 30 minutes in length and includes additional learning resources that can be printed out from pdf files on the DVD to provide a full day's training. This invaluable resource provides an ideal foundation for promoting learning about the potentially very destructive problem of conflict.

Altogether this important set of three DVDs provides an excellent foundation for learning about:

- the major challenge that organisations face in trying to avoid the harm that stress can do (and to avoid the litigation that this can potentially lead to); and
- how to promote best practice in supporting staff in managing their work pressures as effectively and constructively as possible.