



Presented by
Management Forum

Turn Conflict into Progress: Staying Calm, Clear and Constructive

Struggling with workplace conflict? This practical training course teaches you to stay calm, communicate assertively and turn disagreements into productive outcomes – using the Assertiveness Continuum framework. Ideal for all professionals who want greater confidence in difficult conversations.



Format:
Bespoke training



CPD:
1 hours for your records
(depending on your requirements)



Certificate of
completion

Overview

Conflict is an inevitable part of working with other people. Different priorities, opinions and personalities naturally lead to disagreement. The challenge is not to avoid conflict, but to handle it in a way that strengthens relationships, builds trust and leads to better outcomes.

This practical, highly interactive session explores how adopting an assertive, respectful approach can transform conflict from something to be feared into an opportunity for greater understanding and collaboration.

Participants will be introduced to the **Assertiveness Continuum**, a simple but powerful framework that explores the different ways people typically respond to conflict. By recognising the characteristics of passive, passive-aggressive, aggressive and assertive behaviour, participants will gain a greater understanding of their own natural style and the impact it has on others. The session will demonstrate why assertiveness is the most effective approach for addressing conflict constructively- balancing confidence with respect, standing your ground without creating unnecessary confrontation, and seeking solutions rather than victories.

Through practical discussion, facilitated activities and an interactive workplace exercise, participants will explore how to remain calm under pressure, communicate with confidence and approach conflict with a genuine win-win mindset.

Benefits of attending

By the end of this session participants will be able to:

- **Understand** the Assertiveness Continuum and recognise the four common behavioural responses to conflict
- **Identify** their own preferred conflict style and understand its strengths and potential limitations
- **Distinguish** between passive, passive-aggressive, aggressive and assertive communication
- **Express** their views confidently while respecting the opinions and needs of others
- **Develop** a collaborative, win-win approach to resolving disagreement
- **Recognise** behaviours that escalate conflict and replace them with constructive alternatives
- **Build** stronger working relationships through calm, respectful and professional communication

This engaging 90-minute session combines practical models, facilitated discussion and an interactive exercise, providing participants with techniques they can begin applying immediately in everyday workplace conversations.

Who should attend?

Designed for all professionals of any industry, including customer-facing staff and anyone who needs to influence others, handle disagreement constructively and build stronger working relationships. Ideal for both new and experienced professionals who want greater confidence in managing conflict, difficult conversations, challenging behaviours and workplace negotiations.

Run this programme in-house for your whole team

Coming to IPI Academy for your in-house training provides an all-inclusive service which gives you access to a wide variety of content, learning platforms and delivery mechanisms as well as your own personal training adviser who will work with you from the initial enquiry through to feedback and follow-up after the programme.

With over 600 trainers, all practitioners and experts across a huge range of fields, we can provide the training you need, where you need it, when you need it, and at a price which suits your budget. Our approach to tailored learning and development consists of designing and delivering the appropriate solution for each client.

For your FREE consultation and to find out more about how we can work with you to solve your training needs, please contact our training advisers:



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IPI
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