

FIRST AID: CONFLICT AT WORK

Learn how to
prevent
personality clashes
and workplace
disputes
from harming you
or your organisation



ABOUT US

At All About People, we are experts in mediating disputes and conflicts, and conflict coaching. We offer dispute resolution services for both individuals and businesses across a range of sectors. Our services are designed to support most kinds of conflict and dispute management.

Mediation and dispute resolution is a confidential process that gives parties control over how they resolve the dispute and reach the outcome. Our primary focus is on the people and follow a flexible process to reach lasting solutions

Conflict Management Coaching is a proactive approach designed to develop competence and confidence in handling disputes before such conflicts arise.

Our aim is to *nip issues in the bud*.

HR & Organisational Change Management effectively reduces the risk of conflict and enables a smoother transition. We can also support you on employee relations, including investigations, disciplinary and grievance matters.

Our founder, Geoffrey Milton, brings a wealth of experience as a skilled mediator and dispute resolution specialist.

He is well regarded by all those he works with, being empathetic and personable, and has over 25 years' experience across a wide spectrum of sectors, from architecture and aviation to telecommunications, logistics, retail services, the creative arts, charity, housing and not for profit.





GEOFFREY

MILTON

I have an extensive background in Human Resources and executive and senior management. Throughout my career, I have dealt with conflict involving all levels of an organisation and as such, I am well versed in both advising, and supporting individuals, managers, executives and HR professionals and facilitating positive discussion to help people move forward.

Here at All About People, we aim to take a human-centred, inclusive approach to conflict resolution, valuing above all dignity, fairness and equality in the workplace. Having worked as a procurer of mediation and dispute resolution services in the workplace, including many sensitive internal disputes, I fully understand both the challenges facing those managing



conflict as well as the people involved in it. I hope to bring my wealth of experience, along with wisdom and thoughtfulness to disputes. I believe in building strong, trusting relationships that encourage conciliation and co-operation.

I look forward to working with you in the future.

Geoffrey





First Aid: CONFLICT AT WORK

Learn how to prevent personality clashes and workplace disputes from harming you or your organisation.

Have you ever had a personal trainer? Despite the abundance of YouTube workouts, fitness influencers, and social media content, why did you choose that route? Most likely because it provided more learning, pushed you harder, taught new skills, and refined existing ones. So, think of this as your personal training session but for workplace conflict. Anyone can read about the theories of conflict resolution, but it's how you apply the theory and ultimately enhance your skills and change your behaviours that make the difference.

Join our expert-led workshop to master conflict resolution. Learn to identify and manage workplace conflicts, control emotional responses, and turn disagreements into productive conversations. With hands-on role-playing, practical exercises, and actionable strategies, you'll gain the skills to foster a harmonious and productive work environment.

Who is it for?

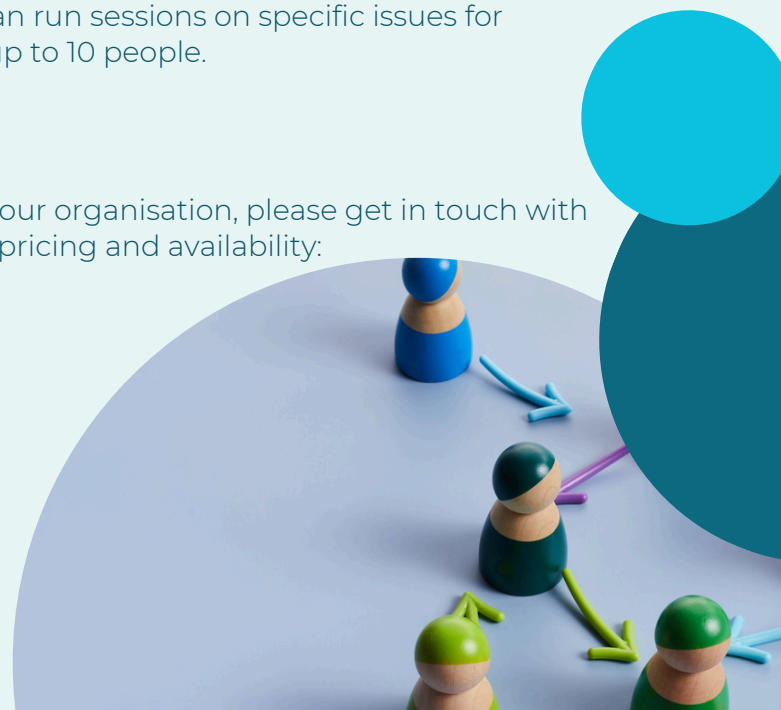
The session is designed for, C-Suite executives senior leaders and HR professionals. Its aim is to improve conflict resolution skills in order to manage organisational culture, cultivate a positive work environment, boost team performance, and foster sustainable growth by handling conflicts ethically and complying with legal regulations.

How many people can join a group work shop?

Our sessions are designed to be flexible, we can run sessions on specific issues for individuals, or we can run group sessions for up to 10 people.

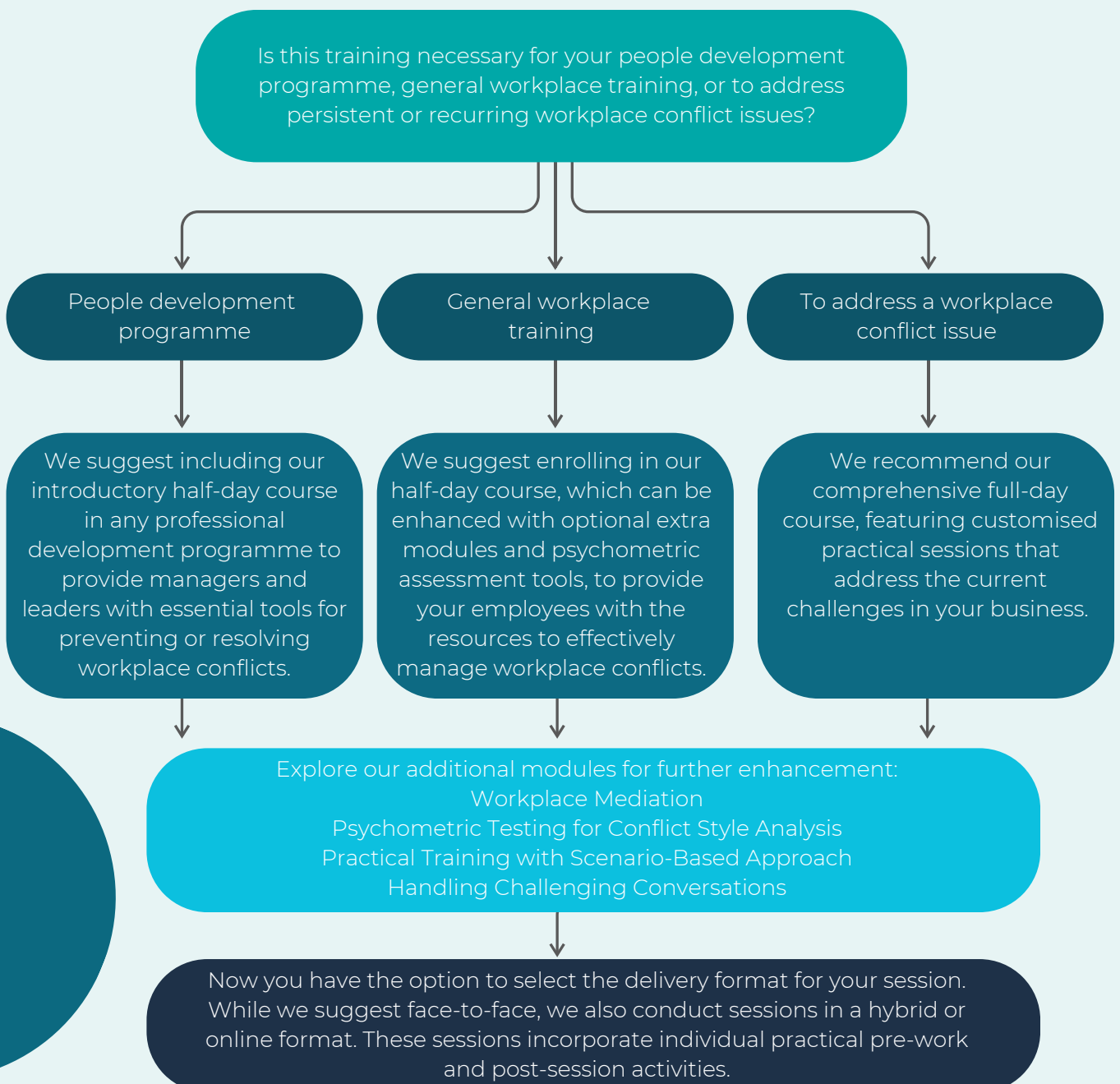
How do I book?

To book a 1-2-1 session or a group session for your organisation, please get in touch with Geoffrey where he will discuss further details, pricing and availability: geoffrey@allaboutpeople.uk



Do you offer different types of workshops?

Yes, we do. At AAP, our goal is to customise our sessions just for you. To achieve this, we have developed flexible, modular workshops that can be adjusted to suit your requirements. Whether it's the session duration, online, hybrid, or face-to-face format, or choosing between basic half-day workshops and comprehensive full-day training sessions, we can adapt our approach to meet your needs. Explore our flowchart below to find the option that best fits your requirements!





Workshop

CORE CONTENT

01

Understanding Conflict and Your Relationship with It

Understanding the Nature of Conflict:

Explore what conflict is, its various forms, and how it impacts workplace dynamics.

Exploring Common Sources of Workplace Conflict:

Identify typical triggers and origins of conflict in a professional setting.

Techniques for Identifying and Understanding Conflict & How it Can Escalate:

Learn methods to recognize and comprehend conflict early to prevent escalation.

Brain Hijack – Fight, Flight, Freeze:

Understand the physiological responses to conflict and how they influence reactions.

Role-play and Sharing Experiences:

Engage in role-playing exercises and share personal experiences to deepen understanding.

Q&A Session:

Open the floor for questions to address specific concerns and scenarios.

02

Navigating the Road to Resolution

Conflict Resolution Techniques Overview:

Overview of various techniques used to resolve conflicts effectively.

Developing Skills: Active Listening, Non-Judgmental Questioning, and Communication:

Focus on critical skills that facilitate understanding and resolution.

Controlling Your Emotions:

Learn strategies to manage emotions during conflict.

Overcoming Barriers to Good Conflict Resolution:

Identify and address obstacles that hinder effective conflict resolution.

Practical Exercises and Skill Development:

Participate in exercises designed to practice and refine conflict resolution skills.

Discussion and Feedback:

Engage in group discussions and provide feedback on exercises and techniques.



03

From Disaster to Development

How to Disagree Constructively:

Learn how to express disagreement in a way that is productive and respectful.

Speak Up or Stay Silent?:

Understand when it's appropriate to voice concerns and when it's better to listen.

Navigating Those Difficult Conversations:

Techniques for handling tough conversations with confidence and empathy.

Understanding the Relationship Between Disagreement and Conflict Management:

Explore how disagreements can be managed to prevent conflict.

Managing Emotions Using the PIN Model:

Use the PIN (Position, Interests, Needs) model to manage emotions and understand underlying issues.

Busting Assumptions and Promoting Clarity:

Identify and challenge assumptions to foster clear communication.

Active Listening Techniques:

Develop advanced listening skills to better understand and respond to others.

Types of Questions and Their Applications:

Learn about different types of questions and how to use them effectively in conflict resolution.

Practical Session: Question Techniques and Listening Exercises:

Engage in exercises to practice question techniques and improve listening skills.

Focus on Outcome/Objective:

Emphasize the importance of keeping the desired outcome in mind during conflict resolution.

04

Prevention and the Way Forward

Avoiding the Conflict Merry Go Round and Understanding the CINERGY Model of Conflict Coaching:

Strategies to prevent recurring conflicts and promote a harmonious work environment.

Action Planning: Applying Conflict Resolution Techniques in the Workplace:

Develop a personal action plan to implement conflict resolution techniques.



Workshop

OPTIONAL MODULES

05

Mediation: the Key to a Harmonious Workplace

Mediation as a Preferred Method: Use mediation to resolve disputes early:

What is mediation and what are the advantages?

When to use Mediation:

Identify when mediation can and should be used in the workplace.

Understanding the Key Stages of Mediation:

Discover the workplace mediation model and its stages.

Facilitative or Evaluative Mediation:

Understand both models and how they apply.

Internal vs External Mediation:

Explore the differences between the two and learn when it's appropriate to seek an external mediator.

Promoting Mediation in Your Organisation:

Engage in a discussion on strategies to promote mediation within your organisation, ensuring its integration into your people management practices and policies.

06

Cracking the Code: Your Conflict Style

As part of this module, you will undergo psychometric testing to identify your personal conflict style.

We use the globally recognised Thomas-Kilmann Conflict Mode Instrument, which identifies five primary conflict management styles: collaborating, competing, avoiding, accommodating, and compromising.

Together we will explore each style, discovering when and how to apply them and understand how to use each style to effectively manage conflicts and enhance the work environment.

07

The Elephant in the Room

If you are dealing with a pressing workplace conflict, we can develop a customised module to address the specific challenges you encounter regularly.

Learn about the root causes of conflicts and how to leverage them positively. Engage in personalised conflict management training based on the CINERGY© conflict resolution model. The session will wrap up with a hands-on role-playing activity centred around the key issues at hand.





Get in Touch



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