

Resolving Conflict

Learn how to flex your communication style to work more collaboratively and how to manage conflict more effectively.

- Do you ever feel puzzled about why people behave the way they do?
- Do you wonder why you connect with some people, but conflict with others?

In this workshop, you will

- Find out more about your own style of interaction, and how you come across to others.
- Discover what might be driving other people's behaviour, and how to respond more appropriately.
- Learn about the conflict triggers and stressors for each style and explore some tools and techniques to manage them.
- Plan how to flex your style to defuse conflict and work more collaboratively.

Prior to the workshop you will complete a short quiz (not a psychometric) to assess your own likely style of interacting with others.

During the workshop, through a variety of interactive activities, you will discover more about the four typical interaction styles, the benefits and pitfalls of the different styles, and how to flex your style depending on the situation, to connect better with others.

You'll also learn about the conflict triggers and stressors for each style and how to deal with conflict more effectively.

Speaker

Catherine Stothart (MSc, BA (Oxon), CFCIPD) is a Leadership Coach who has coached and trained hundreds of leaders to engage and motivate their teams and to develop themselves, in top multinational companies, including Airbus, Google and Audi.

Her best-selling first book, now in its second edition, [How to Get On with Anyone](#), (Pearson, 2024) is a guide to improving your interactions and relationships with anyone, whatever their personality type or background. In her third book, [Motivation: The Ultimate Guide to Leading your Team](#), (Routledge, 2023) she sets out how to lead others to fulfil their purpose and potential.

For more information see her [website](#) and [Linkedin](#) profile.