STARBUCK™ & Associates

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Manager Skills: Handling Conflict

Handle team conflict early, fairly and with confidence

A short, practical course for managers and team leaders on handling conflict in your team. In five video lessons you learn to tell healthy disagreement from the harmful kind, choose your own response on purpose, get to what people really need, mediate between two team members and prevent avoidable conflict.

- 5 video lessons of about 3 minutes
- A practical tool and workbook for each lesson
- 12 months' access
- Certificate of completion
- **CPD accreditation in progress**

£49

per person, one-off payment, VAT included.

academy.starbuckassociates.com

/courses/manager-skills-handling-conflict/

ABOUT THE PROGRAMME

Why conflict is a core manager skill

Disagreement is a normal part of any team with capable people in it, and handled well it leads to better decisions. Left alone, or handled clumsily, it drains energy, damages trust and pulls the whole team off course. Most managers are never shown how to step in between two people, or how to set a team up so that small frictions stay small. This course gives you a clear structure and a practical tool for each of those moments.

Who it is for

For managers and team leaders, whether new to the role or experienced, who want to handle disagreement in their team with more confidence. It is especially useful if you tend to avoid conflict, step in too hard, or find yourself caught between two team members.

What you will be able to do

By the end of the programme you will be able to:

01	Tell task, relationship and process conflict apart, and spot the early signs of unhealthy conflict
02	Recognise your own default conflict style and choose your response on purpose
03	Uncover the interests behind people's positions and reframe complaints as needs
04	Run an informal facilitated conversation between two team members
05	Know when a situation must follow your organisation's policies and involve HR
06	Prevent avoidable conflict with clear roles, a team agreement and early conversations

THE PROGRAMME

Five lessons

Each lesson is a short video of about 3 minutes, with lesson notes, a practical tool and a workplace task so you can use it straight away. A five-question knowledge check closes every lesson.

01 **Healthy and unhealthy conflict**
Separate task, relationship and process conflict, spot the warning signs and know when to step in.

02 **Your own conflict style**
Explore the five Thomas-Kilmann modes, what your default costs your team and how to choose on purpose.

03 **Interests not positions**
Ask the questions and reframe what you hear so that real needs, and better options, come to the surface.

04 **Mediating between two team members**
Prepare for and run an informal facilitated conversation that ends in a specific, shared agreement.

05 **Preventing conflict before it starts**
Use clear roles, a team agreement and early conversations to stop small frictions becoming lasting tension.

WHAT YOU GET

What is included

- Five short video lessons you can watch on any device
- Lesson notes, workbook pages and a practical tool for every lesson
- The full Manager Skills: Handling Conflict workbook to download once you have enrolled
- A five-question knowledge check at the end of each lesson
- A Starbuck & Associates certificate of completion showing 2.5 estimated learning hours
- 12 months' access, so you can work at your own pace

How your learning time adds up

Your 2.5 estimated learning hours are made up across five lessons of about 30 minutes each:

- Watching the five short lesson videos: about 15 minutes (about 3 minutes each)
- Reading the lesson notes and workbook pages: about 40 minutes (8 minutes each)
- Working through the practical tool for each lesson: about 40 minutes (8 minutes each)
- Planning each workplace task: about 30 minutes (6 minutes each)
- Completing the five-question knowledge check after each lesson: about 25 minutes (5 minutes each)

Total: 2.5 estimated learning hours. Carrying out each workplace task at work is in addition to this. The pass mark for each knowledge check is 80% and you can retake it as many times as you need.

Who designed it

Designed by ICF credentialed coaches at Starbuck & Associates, led by Paul Starbuck, our Founder and CEO and an ICF Master Certified Coach (MCC). Every lesson draws on our coaching and leadership development work with organisations in the UK, Europe and internationally.

For teams and organisations

Buying for a group of managers? We can set this programme up for your whole team, on its own or as part of a wider academy for your organisation. Email academy@starbuckassociates.com and we will put a proposal together.

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£49 per person, one-off inc. VAT

Enrol online and start lesson one straight away. Every programme carries our 14 day money back guarantee.

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