

Managing conflict with colleagues

Course programme

This is a virtual course

Speakers Oscar Mathew – Director, Mediator & trainer, Medical Mediation Foundation
Dr Esse Menson – Trainer, Medical Mediation Foundation
Dr Oliver Lord – MDU medico-legal adviser

Course content

09:00 Introductions

09:30 The impact of conflict in the workplace

10:00 Conflict in healthcare

10:20 Break

10:40 Kraybill: What is my conflict style?

11:00 Kraybill conflict scenarios exercise

11:20 Resolving conflict – The Harvard Approach

11:50 Top tips for resolving conflict

12:00 Lunch

13:00 The mediator's listening skills toolkit (including exercise)

13:30 Effective influencing, communication styles, and the Contribution Model

14:55 A framework for a difficult conversation (including exercise)

15:15 Break

15:30 Skills practice exercise – opening the conversation, feedback

16:00 Round up, final thoughts and feedback

16:30 Close