

Conflict Management in a Law Firm

Proficient conflict management is a vital skill for both legal professionals and individuals in their daily lives.

This training course provides you with practical tools to navigate challenging interactions effectively, enabling you to deescalate conflicts in both professional and personal spheres.

This course not only hones your relational abilities but also encourages self-reflection. By helping you to evaluate whether you might be perceived as “challenging” or have a closed mindset, and assess behaviours that could contribute to potentially negative relationship dynamics.

Course objectives:

- ✓ Understand how different biases can colour your judgement of people
- ✓ Recognise the elements of trust and explore how you can build this
- ✓ Learn to demonstrate the skill of empathy and understand why it is important
- ✓ Identify what happens when you are in conflict with others/how you can ensure both parties win
- ✓ Practice techniques to keep balanced when overwhelmed by a challenging situation