



HOSCA

management consultants



CONSTRUCTIVE CONFRONTATION

AUDIENCE: All

DURATION: 1 Day

OBJECTIVES:

- Define constructive confrontation and identify the effective skills and behaviours to use in conflict situations
- Assess conflict situations in team
- Understand their own preferred style of dealing with conflict
- Identify a five stage process for joint problem solving

AGENDA:

- Introductions, objectives and agenda
- The Leadership Context
- Defining constructive confrontation and assessing conflict situations
- Approaches to handling conflict situations – self assessment
- A five stage process for joint problem solving
- Key skills and behaviours for constructive confrontation
- Planning for a constructive confrontation situation
- Role play exercise and analysis

Methods:

The workshop is built around