Early Resolution Skills for Managers and Team Leaders

Dates: Tuesday 29 and Wednesday 30 September 2026 | Format: online event via Zoom

Led by Clare Ramos, Director of Clare Ramos Associates

Tuesday 29 September

10.00 Welcome and introductions

10.15 **Exploring your relationship with conflict**
- What makes it hard?
- How does your conflict style affect this?
- What are the signs of early conflict in your teams?

11.10 **Getting under the surface**
- Positions, Interests and Needs
- Iceberg – what's below the 'water line'?

11.25 Break

11.40 **Skills and Qualities leaders need to resolve conflict**
- Your role is to surface conflict
- Demo of conversation

Skills: Questioning, summarising, collaborative problem-solving, managing difficult behaviours and strong emotions

Qualities: Curiosity, empathy, managing self, empowering, recognising importance of feelings/needs and how they drive behaviours

12.15 Questioning and Summarising

13.00 End of day one

Wednesday 30 September

10.00 Welcome and recap of day one

10.15 **Dealing with difficult behaviours and strong emotions**
- How might we manage?
- Practice dealing with strong emotions

10.55 Break

11.10 **Scenario role play practice (+ short break)**

12.40 **When to refer to HR or signpost**
- Including what is mediation, facilitated conversation

12.55 Overview of the days, final questions and close

13.00 Close