

Conflicts and challenges at work: How to survive them and thrive

“If you want to make peace with your enemy then you have to work with your enemy. Then he becomes your partner.” - Nelson Mandela

Course Date and Time: 27 September 2018 8h30 - 12h30

Course Aim:

This course aims to introduce participants to the main causes of workplace conflict; and then to some potential solutions. It uses learning from the field of psychiatry but also from the wider world of work. It initially covers the different types of conflict in workplaces, and then looks at possible ways to address them. This includes looking at how to be a good work colleague yourself, bullying, and also situations where your boss is the problem. We will explore how to hold difficult conversations, and how to confront issues sensibly, including looking in more detail at the general principles and techniques of resolving difficulties.

Learning objectives:

By the end of this course participants should:

- be familiar with common causes of workplace conflicts
- understand a range of possible strategies for dealing with workplace conflicts
- learn more about ways to be a better employee themselves
- feel more confident in carrying out difficult conversations
- improve their skills in addressing workplace issues sensibly
- know more about options when their boss is the difficult person
- understand some practical techniques for resolving workplace conflict

Course Instructor:

Dr Julian Beezhold FRCPsych IDFAPA is the Secretary General of the European Psychiatric Association and is a Consultant in Emergency and Liaison Psychiatry at the Norfolk and Norwich University Hospital in Norwich, and Honorary Senior Lecturer UEA Norwich Medical School, and the Clinical Lead for Undergraduate Medical Education in Psychiatry in the Norfolk and Suffolk NHS Foundation Trust.

He has extensive teaching experience and has been an invited speaker in over 20 countries and runs several international CME courses on medicolegal topics. Publications include over 100 papers, book chapters, abstracts and posters. He has developed an award-winning tool that aids clinicians in capacity assessment. His research interests cover topics including consent and capacity, mental health law, burnout, and acute psychiatric services.

Course Participants:

The course will be delivered in English, so a fair level of proficiency will be an advantage. No specific prior knowledge of the course subject matter is required.

Course Materials:

A hand out of the slides for the course will be made available to participants.

Course environment and teaching methods:

The course will aim for a friendly but professional teaching environment with lots of audience participation and interaction encouraged. A variety of learning techniques will be used, including also breaking the course into smaller parts with a refreshment break half-way through.

Evaluation:

A course evaluation form will be provided to participants in the session.

Certificate:

A certificate of completion of the course will be provided at the end of the course to participants after they complete the evaluation form.

Background reading:

Chapter 6: Managing Difficult People in the Workplace by Julian Beezhold, Nagendra Bendi and Mariana Pinto da Costa; in *Psychiatry in Practice* - Edited by Andrea Fiorillo, Umberto Volpe and Dinesh Bhugra, Oxford University Press, 2016

Managing Difficult People (HBR Case Studies) Harvard Business Press, 2009.

Psychology Today, <http://www.psychologytoday.com/collections/201205/difficult-people/the-high-art-handling-problem-people>