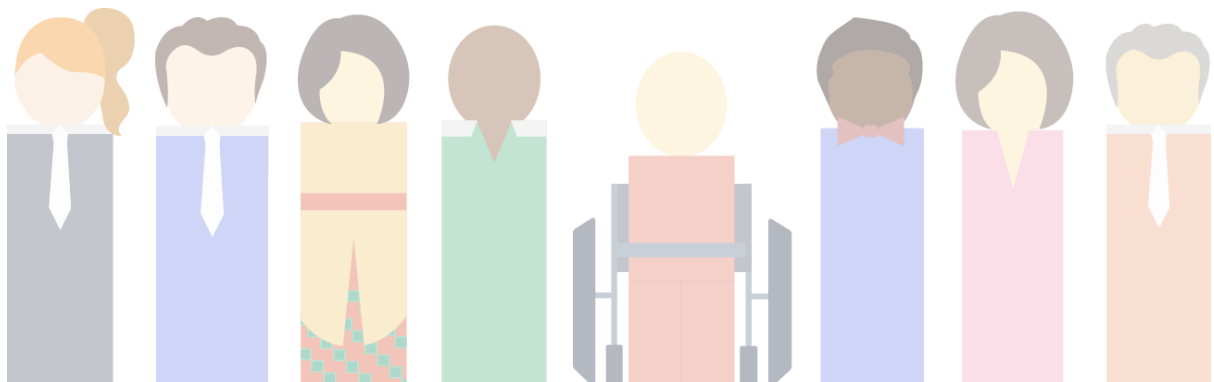




**Nine Dots** Development  
Learn Today, Lead Tomorrow.

# A New Manager's Playbook for Dealing with Conflict



# A New Manager's Playbook for Dealing with Conflict

## 1. Understand the Nature of Conflict

- Recognise conflict as an opportunity for growth and resolution
- Understand root causes and underlying emotions

## 2. Promote Open Communication

- Foster an environment of open communication
- Encourage team members to express concerns and perspectives
- Actively listen to viewpoints and ensuring they feel heard and understood
- Establish regular channels for feedback and constructive dialogue

## 3. Addressing Conflict Proactively

- Be vigilant and observant of potential conflicts
- Recognise signs of tension or dissatisfaction
- Schedule one-on-one meetings to understand concerns
- Take swift action to prevent escalation and mitigate impact on team morale

## 4. Adopting a Mediation Approach

- Act as a neutral party
- Encourage all involved individuals to express viewpoints
- Help identify common ground and find mutually agreeable solutions
- Foster collaboration, compromise, and focus on team goals

## 5. Building Emotional Intelligence

- Develop self-awareness, empathy, and emotional regulation
- Recognise and manage personal emotions
- Show empathy towards the emotions of others
- Build an atmosphere of understanding and respect

## VI. Seeking Guidance and Support

- Reach out to experienced managers or mentors
- Learn from their insights and advice
- Consider professional development opportunities in conflict resolution



## **Recommended Training for New Managers**

As mentioned on the previous page, professional development and training can support new leaders with the challenges of first time management, such as conflict resolution.

We offer several programmes which are specifically designed for new managers

### **Fast-track New Manager Course**

This course contains 4 x live virtual workshops and is delivered over 4 months:

- Workshop 1: Leadership & Management Excellence
- Workshop 2: Managing Operations
- Workshop 3: Effective Business Communication Skills
- Workshop 4: Building Effective Teams

It can also be delivered face-to-face in-company for groups of 5-12.

### **Funded Level 3 Team Leader Programme**

This programme consists of 8 x blended modules and is delivered over 13+ months:

- Personal Development Planning
- Building Effective Teams
- Managing Operations
- Enhanced Business Communication Skills
- Project Management Skills
- Leading and Management Excellence
- Budgeting and Resource Management
- Data-Driven Management





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