Managing Conflict

Using the Strength Deployment Inventory®

Angela Lockett at The Learning Sanctuary

Do you ask yourself these questions?

- How much of your time (and company money) is spent sorting out communication / interpersonal issues, rather than achieving business goals and objectives?
- How often are those about you in disagreement with colleagues, resulting in unnecessary conflict?
- Do you ever become frustrated with a lack of effective communication within your organisation?

If these are familiar issues, the Strength Deployment Inventory® (SDI) can help you to solve them.

What is the SDI® and what's different about it?

The SDI® is a self-development tool that gives us an indication of what really makes us tick and why we do the things that we do.

There are, of course, many self-awareness tools in the marketplace. What's different about the SDI® is that it looks at what motivates us (and others) and how our (and their) priorities change, in the face of opposition or conflict. As a result, we learn how to spot the signals of potential conflict in others and ourselves and how to adjust our communication style to avoid unnecessary conflict.

The SDI® is extremely practical, versatile and easy to understand. It creates a language that cuts through cultural and hierarchical barriers. It can be used both internationally and organisationally, at all levels.

Learning outcomes for the day

By the end of the day, you will have:

- Identified how to reduce barriers to effective communication
- Achieved an understanding of WHY people behave the way they do
- Identified your own (and others) conflict triggers and signals
- Formulated a strategy for avoiding or minimising conflict with others, through adjustments in your communication style

The day will include

- Identifying key relationships and their impact on your effectiveness
- An introduction to the Strength Deployment Inventory® and completion of your personal inventory
- Speaking each other's languages – understanding and practice
- Understanding conflict and our personal conflict triggers
- Recognising conflict signals and how to respond to them effectively
- Practise in handling your likely conflict situations

Angela Lockett FITOL MCIPD

Angela is an extremely experienced training designer, deliverer and consultant, with a career in learning and development spanning 20 years on both a national and international basis.

Qualified and registered by the British Psychological Society in Psychometric testing. Angela has used a range of psychometric and self-awareness tools throughout her career. She became interested in the potential of the Strength Deployment Inventory® when first introduced to it as a tool for managing conflict in 2005. Having seen how powerful it could be, Angela completed her qualification in the use of the SDI® and has since used it successfully with a wide range of clients and industries, including financial services, airlines and public services.

Angela is a Fellow of the Institute of Training and Occupational Learning, a Chartered Member of the Institute of Personnel and Development, qualified and registered by the Psychological Society in Psychometric testing, and a Master Practitioner in Neuro-Linguistic Programming. She is also the author of '*Training Routes*', a CPD package for learning and development practitioners and Programme Director for the Advanced Certificate in Training and Occupational Learning provided by The Learning Sanctuary.

Who Do I Contact?

Email: info@thelearningsanctuary.co.uk to book your place on this exciting and enlightening event.

To discuss further, please telephone The Learning Sanctuary on: 0845 833 1178