



Case Study

Workshop For New Managers

Background

Recently-promoted managers were experiencing difficulty encountering new types of conflict for the first time; existing company training programmes assumed some level of experience.

What Was Done

- Prepared a short workshop session on dealing with conflict to be delivered to small groups of newly promoted managers
- Workshop concept was presentation materials with significant time for discussion at each stage, inviting full participation
- Developed the scope of the workshop and created simple materials to assist discussion without distracting
- Instructor “script” created to invite open discussion
- Workshop could be delivered on an as-needed basis

How It Was Done

- Included examples from experienced managers
- Rehearsals and testing of both script and content with a number of stakeholders including local human resources team

The End Result

- Delivered to a new management cohort
- Every attendee participated in workshop discussion
- Positive post-session written feedback