

David Liddle

Conflict management seminar

Resolving conflicts and disputes

Session overview

This interactive workshop has been designed by a leading business mediator, David Liddle, to help APM members secure constructive and lasting outcomes to conflicts and disputes.

The workshop will explore the common mistakes that many of us make when we are handling conflict with a work colleague or manager, within project teams, or with customers.

These mistakes include:

- Designing conflict management systems which encourage dogma, division and dysfunction
- Leaving our values stuck to the lobby wall
- Burying our heads in the sand
- Taking issues too personally
- Being too remote – emotionally and physically

During this workshop, David will set out some simple and practical tools that will help you to get the best from a challenging conflict or a divisive dispute. He will also explore how many leaders are now designing constructive conflict management into their project plans and change management processes.

The session will be interactive with time included for a conflict clinic. David will invite participants to submit questions during the session – so get thinking!

Speaker Biography

David Liddle has extensive experience of mediation and dispute resolution within a wider variety of contexts. In 2001, David established Total Conflict Management Ltd. (The TCM Group). For the past 16 years, TCM has been at the forefront of mediation and conflict management best practice.

David specialises in the areas of business, workplace and consumer mediation along with civil and restorative justice. David and his team have established numerous in-house mediation schemes, successfully mediated in hundreds of workplace conflicts and have undertaken extensive research into the role and benefits of mediation. Some of his recent clients have included BT, Lloyds Bank, HMRC, DWP, Network Rail, HSBC, The UN and Topshop/Topman amongst many others.

David has written a book called [Managing Conflict: A practical guide to resolution in the workplace](#) which is available to purchase now.

