

## Conflict Resolution

1 day  
Course

### 'Finding a Positive Outcome'

**Business Scenario** Of all the issues people tend to avoid, conflict tops the list. Unresolved conflict often demotivates, can lead to serious working relationship issues and loss of productivity. Conflict Resolution training is your opportunity to get to the heart of the problem and solve it.

**Who will Benefit?** Managers and those needing to become proficient at handling conflict within the workplace.

**Course Objectives** By the end of the course you will be able to:

- Understand how conflict can develop
- Recognise early indicators of conflict
- Realise the cost of conflict to a business
- Overcome obstacles in the conflict resolution process
- Confidently and effectively address conflict between individuals and groups
- Explore appropriate solutions to conflict at work

#### Course Content

##### What is conflict?

- Definitions and levels of conflict
- Causes and triggers of conflict
- Recognising behavioural signs of conflict

##### The Resolution

- Methods of conflict resolution
- Effective communication techniques
- Appropriate use of third parties

##### Impacts on the workplace

- Effects of conflict in the workplace
- Obstacles to a conflict resolution

**Course Features** This participatory course will examine the causes of conflict and through exercises create methods to overcome the issues raised.