Understanding Conflict Management in the Workplace

INTRODUCTION

This course is guided to demonstrate knowledge and examples of managing conflict by highlighting ways of minimising and resolving issues of conflict that may arise within the workplace.

COURSE OBJECTIVES

- By the end of the course, delegates will:
- Understand conflict management in the workplace
- Identify causes of conflict
- Know the effects of conflict on individuals and team performance at work
- Recognise techniques that can be used to minimise and resolve conflicts within the workplace

COURSE DURATION: 1 Day Course

Equivalent to ILM Level 3 unit
Value of 1 Credit

COURSE CONTENTS

Causes of internal conflict: personal versus business objectives and values

Stages of development in conflict

Causes of interpersonal friction at work including bullying and harassment

Effects of conflict on work performance

Manager's responsibility in minimising and resolving conflict and techniques to achieve this effectively

Ways to create harmony at work and engender a positive atmosphere

Personal Development Action Plan
Throughout this course there will be a number of practical exercises carried out which will enable delegates to put into practice must of the theory covered

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