



CONFLICT RESOLUTION IN THE WORKPLACE

Course Number
VEL0214.2

Time Required
45 minutes

Assessment
Formal (multiple choice)

Approvals
CPD

'Unmanaged conflict is the largest reducible cost in organisations today, and the least recognised'

Recommended System Requirements

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

Our society, and therefore our workplaces, are full of individuals with very different backgrounds, beliefs, values and attitudes. With such diversity conflict, at some point, is inevitable.

Conflict in workplaces is not only inevitable, it can actually be valuable. That is if it is handled correctly and focused on the right areas.

This course will consider what conflict is as well as its impact and role in the workplace. We will consider some of the triggers for workplace conflict and how it develops before looking at a number of different ways of managing it.

Suitable for:
Care, Education
and Commercial



Modules:

- The Causes and Symptoms of Conflict at Work
- Resolving Conflict
- The Five Conflict Modes
- Using the Modes
- Assertiveness
- Making Positive Outcomes