

Duration: 3 hours

Course level: Introductory

Delivery method: Online

Introduction

Conflict in the workplace can have a negative effect on personal and team performance. Managers with good communication and problem solving skills who can handle conflict can help improve the success of a business.

Resolving Conflict looks at conflict in the workplace, its causes and what can be done to handle it effectively. It helps managers and team leaders create a positive working environment through a range of strategies, which can be used to prevent conflict.

Who is the course for?

Resolving Conflict is for people who are likely to become line managers. It is also suitable for those who are already in post, but have had little or no formal training and limited work experience.

There are no formal entry requirements and the easy to follow, step-by-step format of this course means participants can work at their own pace, making it ideal for anyone new to the subject.

What will you get from this course?

When you have completed this course, you will be able to:

- define conflict and its effects
- recognise why, how and where conflict might occur in the workplace
- understand a range of conflict handling styles
- describe how to handle conflict to achieve positive results.

Course features

Resolving Conflict gives you a theoretical introduction to recognising and dealing with conflict.

The course uses a simple case study, and basic exercises such as multiple choice and true or false questions. After each exercise you'll be given feedback on how you've done.

An audio soundtrack delivers most of the content, with simple graphics and on-screen text summarising the key points.

You can print a transcript of each screen's audio component for future reference. The course also includes a glossary of business terms, an alphabetical list of business "thought leaders", and a resources section featuring links to useful online business resources.

Resolving Conflict is available for six months from the date first accessed.

Other courses you might be interested in

Identifying Self Development Needs

Coaching

Leadership

Course code: 100594BT040

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