

Handling Conflict and Confrontation

course outline

This course will provide you with useful, real-life strategies to help you handle challenging interpersonal situations in the workplace.

IS THIS COURSE FOR YOU?

This course is for all working professionals who wish to learn practical strategies to successfully navigate interpersonal challenges in the workplace.

ABOUT THE COURSE

Conflict is an unfortunate part of life, which everyone inevitably experiences at some point, and conflict within the workplace can be especially difficult to deal with.

In this course, you'll learn practical, solution-based tactics to help you defuse and manage potentially volatile situations. You'll learn techniques that can be applied with managers, colleagues, and subordinates to help you resolve differences fairly, quickly, and calmly.

There are three modules in the course:

Conflict Resolution for Managers

Conflicts between employees start off with tensions. Through the nine stages of escalation, they can escalate unless action is taken. You will learn how a manager can support employees in resolving conflicts independently with the help of mediation when necessary.

Talking through Conflict

You will learn that in a relationship conflict one of the parties involved should ideally initiate a conflict resolution discussion. This should be well prepared, held in a calm setting, and focused on the issues causing the conflict. After a two-way discussion, joint solutions should be developed and agreed on.

Conflict Resolution between Colleagues

Beneath the symptoms of a conflict are the underlying business and relationship-level issues. Each conflict strategy has advantages and risks, but the closer to consensus, the more sustainable the outcome. Learn to achieve solutions that are a win-win for parties in conflict.

AIMS AND OBJECTIVES

This course will provide you with useful strategies to help you handle difficult situations effectively.

PRE-REQUISITES

There are no pre-requisites for this course.

CAREER PATH

If you are an aspiring team leader or manager, learning how to manage conflict is an invaluable skill to have in your toolkit.

COURSE DURATION

2-3 hours. This will vary from individual to individual based on prior knowledge and application.



CPD POINTS: 3

CPD points awarded upon successful completion.

To find out more about this or any of our courses, speak to one of our course advisors.

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