



Conflict Resolution

"Peace is not the absence of conflict, but the ability to cope with it."

Overview

Wherever two or more people come together, there is bound to be conflict. This course will give learners a seven -step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Learners will also learn crucial conflict management skills, including dealing with anger and using the Agreement Frame.

Who this course is for

This course is ideal for key people in the organisation; those working in an environment which requires knowledge about managing conflict and who could face potential conflict, aggression or violence in their working environment and who has to deal with situations where there is a difference in personalities, values or standards that may lead to confrontation. It is suitable for staff working in a variety of occupations.

Course outline

- Topic 1: An Introduction to Conflict Resolution
- Topic 2: Conflict Resolution with the Thomas-Kilmann Instrument
- Topic 3: Creating an Effective Atmosphere
- Topic 4: Creating Mutual Understanding
- Topic 5: Focusing on Individual Needs
- Topic 6: Getting to the Root Cause
- Topic 7: Generating Options
- Topic 8: Building a Solution
- Topic 9: the Short Version of the Process
- Topic 10: Additional Tools

By the end of this course, learners should be able to:

- Understand what conflict and conflict resolution mean
- Understand all six phases of the conflict resolution process
- Understand the five main styles of conflict resolution
- Adapt the process for all types of conflicts
- Break out parts of the process and use those tools to prevent conflict
- Use basic communication tools, such as the agreement frame and open questions
- Use basic anger and stress management techniques

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| √ Course Level | Short Course |
| √ Course Hours | 8 hours |
| √ Course Standard Price | £85 |

Applies towards the following certificate(s) and award(s)

- Customer Service Excellence Diploma
- Leadership and Supervision Diploma
- Professional Certificate in HR

