

# Conflict Resolution

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

The Soft Skills Gap Do You Have One?

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 organization; 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.

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

- Understand what conflict and conflict resolution means
- 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

## Course Outlines

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

Course Level

Course Hours

Available Learning Formats

Short Course

8 hours

Classroom & Blended  
Distance & Online

Applies towards the following certificate(s) & award(s):

- Diploma in Management



NOTTING HILL  
COLLEGE



SCHOOL OF Business

