

# Resolving Conflict

**Course length:** 3.5 hours\*

**Course Code:** 100594BT040

**This course gives you valuable skills to minimise the risk of workplace conflict and to manage it better when it does happen.**

## Benefits for the Learner

Most managers feel poorly equipped to deal with conflict when it arises in the workplace. However, there are many strategies and tactics that you can use to manage conflict more effectively – and even head it off before it happens.

This course begins by exploring the causes of conflict and the many different ways that you can handle it effectively. It also shows how you can create a positive working environment to minimise the chances of conflict breaking out within your team.

## Benefits for the Business

When conflict strikes in the workplace, it can have a massive negative effect on personal and team performance. Yet too many businesses accept conflict as an inevitable problem that they can do little about.

This course gives your managers a structured, three-stage approach to dealing with workplace conflict – identify why it happens, resolve it effectively when it does happen and prevent it from happening again.

## What You Get From This Course

Having completed this course, you will be able to:

- Identify why, how and where conflict might occur in the workplace
- Adopt the best approach to resolving specific conflict situations
- Work towards creating a positive and harmonious workplace environment

## What Does the Course Cover?

- Understanding conflict
- Handling conflict

## How Long Does the Course Take?

You can work through this course at your own pace. It should take you around 3 hours 30 minutes to complete.

\*Courses are accessible for six months from the date of purchase.