

Conflict Resolution

There will always be disagreements or problems in the workplace. Maybe you have a different opinion about how to do your work or have a miscommunication with a colleague.

But conflict rarely resolves itself, and it is not uncommon to see a minor issue escalate into a significant problem if not addressed early on. Unresolved conflict is a major driver of work-related stress. Conflict can result in negative feelings and behaviours that can significantly affect individuals, teams and organisations. Although steps should be taken to prevent conflict from arising, it is possible to turn conflict into something positive if it is well-managed and resolved to everyone's satisfaction. Conflict can challenge assumptions and increase cooperation and innovation in the long term.

The Conflict Management Course is part of the Wellbeing pack and describes various techniques to prevent conflict. This includes building your emotional intelligence, managing emotions, building trust and respect, and communicating effectively to reduce misunderstandings. However, even if you incorporate preventative measures, sometimes conflict can still occur. The course advises ways you can manage and resolve conflict if it does arise so you can effectively deal with challenging conversations, maintain relationships, increase productivity and achieve common goals. The advice is given through scenarios and interactions to increase engagement and aid long-term learning.



Course Objectives/Details

- Explains what conflict is, the different stages of conflict, and what causes conflict.
- Describes what emotional intelligence (EI) is and how building the four areas of EI can help prevent and resolve conflict.
- Outlines different techniques to help you reflect on conflict and manage your emotions.
- Details how you can build trust and respect and improve communication to prevent conflict and manage challenging situations.
- Describes conflict management styles and how you and others can work towards a win-win solution.



On successful completion of the test users can download and print a certificate



The course lasts approximately **50 minutes**



Users are required to take a final test consisting of 10 default questions. **The default pass mark is 70%**