Conflict Resolution Training

High Speed Training™

0333 006 7000
www.highspeedtraining.co.uk

Without resolution, conflicts in the workplace can escalate and result in damaged relationships that are sometimes irreparable. This can have a number of negative consequences on an employee's mental wellbeing along with a business' success and reputation.

This course is designed to educate the learner on why conflict arises, how it can escalate and how emotional intelligence, tone of voice and body language can influence interactions with people. It also looks at the importance of self-reflection and how it can be used as a conflict resolution tool, along with other models that can be implemented in a personal or professional environment.

Module One: Understanding Conflict

This module gives an overview of the various common types and causes of conflict, along with the negative consequences that can happen as a result of unresolved conflicts. It explains how a conflict can escalate through stages, as well as offering additional information regarding external conflicts with customers or clients, and internal conflicts between colleagues or management.

• What is Conflict?
• Common types of conflict
• Common effects of conflict
• Stages of conflict
• External conflicts
• Internal conflicts

Module Two: Conflict Resolution Strategies

This module looks at the ways in which employees can resolve conflicts in the workplace. It explores how effective communication and emotional intelligence are key in resolving conflicts, along with examining how tone of voice and body language influence how people react to one another. It also looks into the importance of self-reflection and offers additional information on the Thomas-Kilmann model of conflict resolution and the L.E.A.D method.

• Effective communication
• Emotional Intelligence
• Tone of voice
• Body language
• The Thomas-Kilmann method
• L.E.A.D
• The importance of self-reflection

Aims of the training

By the end of this course, you will be able to:

• Recognise the different types of conflict and how it can occur within the workplace.
• Understand the impact conflict can have.
• Be able to implement a number of strategies in order to avoid and resolve conflict.
• Understand the importance of self-reflection and how this can help with conflict resolution.