



Target Audience

Health, Social Care and Housing Senior Managers where there is a responsibility for people management.

This course focuses on the principles of conflict management and looks at how conflict can be reduced and dealt with in the workplace.

Conflicts can arise in any workplace, regardless of how many employees are in the organisation. Conflicts can arise between individuals, across teams, between staff and customers and their families. These conflicts, if unresolved, can damage the organisation, its reputation and potentially the overall success of the business. Having the skills to deal with conflict resolution and knowing how to properly intervene is therefore essential.

This course has been designed to provide staff with the skills, knowledge and confidence to prevent or manage conflicts that may occur in the workplace. Learners will gain an understanding of the common causes and signs of conflict, ways to prevent conflict and methods for handling confrontations and on-going cases. We will also explore the organisational policies, along with the legal and ethical requirements when managing situations.

This course is delivered using a range of methods and resources including:

- ◆ Live tutor facilitation, questionnaires, scenarios for breakout groups, questioning and participation, self-assessment tool, policies and procedures and end of session assessment.

This course has been developed and mapped to current occupational standards, qualification frameworks and the following documents and resources:

- ◆ ILM – Managing Conflict in the Workplace
- ◆ HSE – Management Standards – Relationships
- ◆ The Leadership Qualities Framework

Course Content

- ◆ Workplace conflict and why conflict may arise
- ◆ Different methods of conflict management in different situations
- ◆ Personal skills required to deal with conflict between others and how to develop these
- ◆ Consequences of unresolved conflict
- ◆ The role of arbitration and conciliation in conflict resolution
- ◆ Communication with others
- ◆ Systems, processes, situations and structures that are likely to give rise to conflict
- ◆ How personalities, cultures and backgrounds may give rise to conflict
- ◆ Assessing the seriousness of conflict and its potential impact
- ◆ Demonstrating impartiality and sensitivity
- ◆ Deciding the course of action
- ◆ Engaging others in the course of action and communicating to those affected
- ◆ Consideration for organisational policies and procedures and legal and ethical requirements with dealing with conflict



Learning Outcomes

After attending this course, learners will be able to:

- ◆ Give an overview of workplace conflict and why conflict may arise
- ◆ Give examples of different methods of conflict management in different situations
- ◆ List the personal skills required to deal with conflict between others and how to develop these
- ◆ State the consequences of unresolved conflict
- ◆ Describe the role of arbitration and conciliation in conflict resolution
- ◆ State how to effectively communicate with others
- ◆ Describe the systems, processes, situations and structures that are likely to give rise to conflict
- ◆ Give an example of how personalities, cultures and backgrounds may give rise to conflict
- ◆ Describe how to assess the seriousness of conflict and its potential impact
- ◆ State how you can demonstrate impartiality and sensitivity
- ◆ Explain how you would decide on the course of action
- ◆ Describe how you can engage with others in the course of action
- ◆ Explain the importance of giving consideration to the organisational policies and procedures and legal and ethical requirements for dealing with conflict

Duration: 7 Hours