# Conflict Resolution in the Workplace

*CPD Approved*

**Course Description**

The Confederation of British Industry estimates that the cost of workplace conflict is around £33 Billion each year. It also estimates that up to 20% of leaders time is spent dealing with conflict and then there are the intangible costs such as reduction in loyalty, commitment, motivation, teamwork and morale.

This course starts by explaining what constitutes conflict in the workplace before moving on to look at some of the most common causes and the effects this can have on the workforce.

It covers the stages and build up to a workplace conflict and contains several extensive modules that outline conflict resolution techniques that can be applied at any stage of this build up.

As well as the negative impacts of conflict the course also explores how effective management of conflict can result in positive outcomes in the workplace. These can be the development of shared ideas, the ability to reach compromises through increased trust and creating an environment where differences of opinion are celebrated and considered rather than shut down.

**Target Audience**

This course is aimed at supervisors and managers that want to develop effective conflict resolution methods. The course can be a great starting point for people new to their leadership role as well as more established managers that want to enhance their skills. This acts as a great introduction to the subject and covers the key concepts and theories relating to conflict management.

This course can be sold to individuals who are doing the training for themselves or it can be pitched to businesses who might want to put all of their first line management team through the training, so they are all work in the same way and have the same skill set.

**Advantages**

Left unmanaged workplace conflict can be damaging to relationships, team morale and ultimately the company's bottom line. Having a knowledge of effective conflict resolution techniques and strategies and taking a proactive approach to resolving issues will lead to a better work environment and more effective teams.

CPD approval means that this course can be used by those that need to prove they are continually developing themselves.

Online training is flexible, efficient and cost-effective, so candidates can progress through the modules at their own pace, in their own time, making it easy to fit the training around their work and personal life.

**Further Progression**

Beyond this topic we offer a range of other business skills courses that could all be useful in developing and improving as a manager. The ones that directly compliment this course include Developing Teamwork and Introduction to Emotional Intelligence.

| Course | Module Number | Module Name | Pass % Required |
|---|---|---|---|
| Conflict Resolution in the Workplace | 1 | The Causes and Symptoms of Conflict at Work | 70 |
| Conflict Resolution in the Workplace | 2 | Resolving Conflict | 70 |
| Conflict Resolution in the Workplace | 3 | The Five Conflict Modes | 70 |
| Conflict Resolution in the Workplace | 4 | Using the Modes | 70 |
| Conflict Resolution in the Workplace | 5 | Assertiveness | 70 |
| Conflict Resolution in the Workplace | 6 | Making Positive Outcomes | 70 |

**Recommended System Requirements**

• Browser: Up to date web browser

• Video: Up to date video drivers

• Memory: 1Gb+ RAM

• Download Speed: Broadband (3Mb+)

**Duration:** 45 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions*).