

# CONFLICT MANAGEMENT

COURSE CONTENT OVERVIEW



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Understanding how to properly prevent and deal with conflicts is essential for all businesses – conflicts can happen in any workplace and between all kinds of people. Repairing damaged relationships and ensuring customers or patients are satisfied enables the business to get work activities back on track, maintain its reputation, and create a positive working environment.

This course is designed to educate the learner about the common causes and signs of conflict, how the law relates to conflict management, how to carry out a conflict risk assessment, ways to prevent conflicts, and methods for handling confrontations and ongoing cases of conflict – for example mediation or arbitration.

### **Module One: Introduction to Conflict Management**

This module gives an overview of the various common types and causes of conflicts as well as what negative consequences businesses will encounter if they don't properly prevent or manage conflicts. It explains who is at greatest risk of encountering difficult behaviour and what duties the law places on businesses.

- Why is conflict management important?
- Types of conflict
- Causes of conflict
- Causes of conflict: examples
- Consequences of conflict
- Who is at risk?
- The law

### **Module Two: Conflict Risk Assessment**

This module explains the importance of looking out for signs of ongoing conflicts or risks that could lead to a conflict if not dealt with, and how to take action to correct any issues. It focuses on a 6-step process for carrying out a risk assessment, and briefly looks at what employers and employees should do to assist in conflict management.

- What is a conflict risk assessment?
  - Step 1: look for conflict risks
  - Step 2: recognise who might be at risk
  - Step 3: evaluate risks and decide on precautions
  - Step 4: implement procedures and notify staff
  - Step 5: record your findings and implementations
  - Step 6: monitor, review, and update
- Employer duties
- Employer duties

### **Module Three: Preventing Conflict**

This module looks at various strategies for preventing conflicts in the workplace, such as providing staff with training that helps them fulfil their role better or improves their interaction with others. It demonstrates that there is a wide range of methods available for preventing conflicts, and management must use discretion to choose the most suitable options for reducing risks in the workplace.

- Behavioural changes
- Preventative procedures
- Staff training
- Changing the workplace layout

- Changing job roles/design/hours
- Improving access/lighting/security
- Having one-to-ones
- Encouraging employee feedback
- Preventing common causes of conflict
- Seeking professional help
- Discrimination

### **Module Four: Handling Conflict**

This module explores the ways in which conflicts can be tackled head on. It discusses what you should do during a confrontation with someone to diffuse the tension safely and positively, and what types of alternative dispute resolution can be used to handle ongoing cases.

- Dealing with confrontation
- Offering support
- Reporting and recording incidents
- Intervening
  - Informal discussions
  - Mediation
  - Conciliation
  - Arbitration
  - Employment tribunals

## Aims of the Training

This course is designed for anyone at any level of a business – any job that involves working with others or serving members of the public can experience conflicts. It provides all the knowledge required to understand how conflicts may occur in a workplace and how to effectively deal with them.

By the end of this course learners will be able to:

- Recognise the different types and common causes of conflict.
- Know who is at risk of conflict and what negative impact conflicts have on a workplace.
- Understand how the law relates to conflict management.
- Be capable of carrying out a conflict risk assessment and identifying conflict risks.
- Be familiar with the various strategies and methods used to prevent conflicts from occurring or escalating in the workplace.
- Have a thorough understanding of the various ways to deal with confrontations and ongoing conflicts, including forms of alternative dispute resolution such as mediation.