

COURSE CONTENT OVERVIEW

# Conflict Resolution Training



Without resolution, conflicts in the workplace can escalate and result in damaged relationships that are sometimes irreparable. This can have 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 de-escalation and self-reflection and how these can be implemented in a personal or professional environment.

### **Module 1: Understanding Conflict**

This module explains the different types and stages of conflict, including internal and external conflict in the workplace. It also explores common causes of conflict, complaints handling, conflict with management and the effects unresolved conflict can have on individuals and businesses.

- Types of conflict
- Stages of conflict
- External conflict
- Complaints
- Internal conflict
- Conflict with management
- Effects of conflict

### **Module 2: Conflict Resolution Strategies**

This module outlines practical strategies for managing and resolving conflict professionally. It covers effective communication, active listening, communication styles, emotional intelligence, de-escalation techniques, the L.E.A.D model and the importance of self-reflection.

- Effective communication
- Active listening
- Tone of voice
- Body language
- Written communication
- Diversity in communication styles
- Emotional intelligence
- De-escalation
- L.E.A.D
- 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.