



Conflict Resolution

This online Conflict Management Training course is designed to train senior members of staff and employees in how to prevent and handle conflicts that occur in their workplace. It familiarises them with 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 – including types of alternative conflict resolution.



Conflicts can happen in any workplace and in any industry, no matter how many employees are in the business. It can happen between individuals, between staff and a customer or patient, or between larger groups of employees. Damaged relationships can be difficult or impossible to repair and conflicts with customers or patients can damage a business' reputation, harming the business as a whole. This is why conflict resolution and knowing how to properly intervene is essential.

COURSE CONTENTS

The course covers the following four elements:

- Introduction to Conflict Management
- Conflict Risk Assessment
- Preventing Conflict
- Handling Conflict

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WHAT RESULTS CAN I EXPECT?

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.



WHO SHOULD TAKE THIS COURSE?

This Conflict Management Training Course is suitable for anyone looking to learn the basics of dealing with conflict in the workplace.

This includes, Managers, Supervisors and HR teams

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