

Duration 1 day

Overview

This course covers why conflict can happen in the work place and how this can affect people within a company. It discusses ways of recognising possible conflicts and how to deal with them efficiently and effectively.

We take an interactive approach to encourage delegates to consider their own roles and responsibilities within the discipline and grievance framework.

Recommended for

This course is for anyone who is or could be involved in dealing with conflict in the workplace, for example team members or leaders, managers at any level, union or other group representatives.

Linked programmes

- Essential Communication Skills

Objectives

At the end of the training the delegate will be able to successfully:

- Identify the most common causes of conflict in the workplace
- Use the correct company processes and procedures to stop conflict occurring in your workplace
- Confidently deal with conflict matters

working with the documentation and support provided.