

Managing Conflict

Nobody likes conflict, but from time to time it happens. Equip your staff with the skills and confidence to effectively manage conflict situations. The course can be completed online in just 30 minutes.

Conflict in the workplace is destructive and detrimental to all stakeholders. It can leave disengaged employees, unhappy customers, and reputational damage.

Unfortunately, from time to time, we all find ourselves in a conflict situation. Knowing how to effectively and confidently diffuse such situations is vital to reduce the risk of threatening or abusive behaviour in the workplace.

Effective conflict management can improve engagement amongst employees, ensure that customer experience is not tarnished, and create better relationships, both internally and with customers, that result in a more talented, productive workforce.

The Course

The Highfield e-learning Short Course in Managing Conflict is designed to equip your organisation with the skills and confidence to effectively handle conflict situations.

Learners on the course will understand what workplace conflict is, suitable responses to conflict, cultural differences and different ego types. It will equip learner's with the knowledge around breakdowns in communication, the behavioural cycle and patterns of behaviour. The course also covers the various models and techniques that can be utilised to effectively manage conflict, and provides learners with an awareness of the potential damage conflict can cause.

Areas Covered

- What is workplace conflict?
- Responses to conflict
- Cultural differences
- Different ego types
- Breakdowns in communication
- The behavioural cycle
- The PEACE model
- Conflict with customers
- The HEAT technique
- Patterns of behaviour
- Distance zones
- Physical conflict warning and danger zones
- Impact factors
- The BAP strategy

Who Is It Aimed At?

Highfield e-learning's Short Course in Managing Conflict is ideal for all levels of employee within a business and as part of the induction process for new employees.

The course is also ideal for use as part of the on-programme element of the new apprenticeship standards and can support the knowledge, skills and behaviours apprentices need to effectively integrate into the workplace.

Prerequisites

No prior knowledge needed.

Typical Duration

20 - 40 minutes.

Key challenge: ego types

Now that you've looked at each ego state, take a look at how they might be represented behaviourally.

Read each statement, and then click on the ego state you think it best represents.

“ You realise this should have been done an hour ago? What have you been doing? ”

Nurturing parent Critical parent

Adult

Adapted child Free child

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Conflict with customers

When engaging with customers, your positive communication and body language can ease and minimise the likelihood of conflict.

Look at the characteristics below, select which you think are examples of positive behaviour and communication.

Maintaining eye contact Closed body stance Smiling at customers Waving at customers

Shaking your head/being responsive Greeting customers appropriately Folding your arms Open body stance

Check answers

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Distance zones

When interacting with others, a good awareness and respect of their personal space can reduce the likelihood of conflict, and increase your safety if they try to become physical.

The space people give each other can be said to fall into 'distance zones'. There are 3 zones, the intimate zone, the personal zone and the social zone. These play a significant role in social interactions, and can be used to judge a person's intentions towards you.

Drag the arrow below to learn more about each of the different distance zones.

1.2m - 4m Social zone Personal zone Intimate zone

Social zone

The 'social' zone is the usual gap between ourselves and the people we meet. It is usually from 1.2m to 4m.

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You can also Qualify online please enquire for details.

Certificates for Awareness Courses are included in course cost.

