



Handling Conflict

Essential HR and Employment Law Training



Introduction

Conflict comes in many shapes, from passive-aggressive grumbles through to physical altercations. In this module, we develop conflict management strategies and identify potential risks to your business and the individuals involved.



Course Duration

SSG offer this module as part of a full or half day course.



Who Should Attend

- SME Owners, Directors and Senior Managers
- Team Leaders and Supervisors
- Employees and Employee Representatives



Course Programme

The course will be broken down into the following modules:

- Causes of conflict
- Useful Language - phases to avoid confrontation
- Assertion and diffusion techniques

On completion of the course delegates will be able to:

- Understand how conflict develops
- Identify different strategies for conflict resolution
- Use appropriate, non-confrontational language
- Decide levels of appropriateness for their organisation
- Utilise diffusion and resolution techniques



Certification and Assessment

Attendance certificates will be issued after course completion and are valid for three years. It is recommended that certification is renewed every three years to ensure that those persons responsible are kept up to date with best practices.



Suggested Follow on and Complementary Courses

This module can be combined with other subjects for a half or full day course. Please contact our Customer Service Team for more information.