

Conflict Resolution in the Workplace

'Unmanaged conflict is the largest reducible cost in organisations today, and the least recognised'

Our society, and therefore our workplaces, are full of individuals with very different backgrounds, beliefs, values and attitudes. With such diversity conflict, at some point, is inevitable.

Conflict in workplaces is not only inevitable, it can actually be valuable. That is if it is handled correctly and focused on the right areas.

This course will consider what conflict is as well as its impact and role in the workplace. We will consider some of the triggers for workplace conflict and how it develops before looking at a number of different ways of managing it.

Course	Module Number	Module Name	Pass % Required
Conflict Resolution in the Workplace	1	The Causes and Symptoms of Conflict at Work	70
Conflict Resolution in the Workplace	2	Resolving Conflict	70
Conflict Resolution in the Workplace	3	The Five Conflict Modes	70
Conflict Resolution in the Workplace	4	Using the Modes	70
Conflict Resolution in the Workplace	5	Assertiveness	70
Conflict Resolution in the Workplace	6	Making Positive Outcomes	70

Recommended System Requirements

- Operating System: Windows 7+ or Mac OSX (10.8+)
- Browser: A modern and up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Additional Software: Flash Player (latest version)
- Download Speed: Broadband (3Mb+)

Duration: 45 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions*).