

## Conflict Resolution in the Workplace Workshop

### Course Information

**Half Day Workshop (4 Hours)**

**SSCRW05 (course code)**

#### Target Audience

This course will be of benefit to anyone who is wanting to gain new skills and understanding in the area of conflict resolution.

#### Overview

Conflict in human relationships, even good relationships, is inevitable. Learning how to manage conflict is a key skill for anyone who works in a team, interfaces directly with customers or has a supervisory or managerial role in an organisation.

This workshop will help you understand conflict and how to resolve it for a positive outcome.

#### Course Inclusions

Work book with activities and action plan

Certificate of attendance upon completion

#### Learning Outcomes

By the end of this course you will have gained knowledge of the following:

- What is conflict?
- Conflict can be useful
- Types of workplace conflict
- Assertiveness and Conflict
- Five Ways to Manage Conflict
- Causes of Conflict
- Range or Levels of Conflict
- Steps to Manage Conflict Constructively
- The Win-Win Approach
- Mapping Conflict
- Negotiation – Conflict Management
- Rules for Reaching a Win-Win Solution
- The Negotiation Process
- Mediation
- Not all Conflict is Negative
- Forgiveness and Empathy

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### Course Content

**What is conflict?** – Conflict in everyday life and work environments is at some point inevitable. Throughout the workshop we look at what is conflict as well as the different types and causes of conflict to gain a better understanding of why conflict can and does occur.

**Managing emotions and other tools** – Knowledge of and the ability to use the right tools to deal with conflict is essential. We look at mapping, negotiation and mediation. We also delve into managing emotions.

**Not all conflict is negative** – Conflict has a negative connotation, but this is not always true. Conflict can generate positive outcomes and be a source for change. We also look at forgiveness, empathy and growth.