



# Anderson

## Consultancy Training

Company Registration Number 8767761

### Workplace Conflict Management

Anderson Consultancy training can offer Workplace Conflict Management training in order to meet the requirements of individuals who require training in this field. This subject is appropriate for a great many sectors and is suitable for managers and line supervisors who deal with workplace issues between staff and employees. The course is also relevant for those individuals who would like a better understanding on the prevention of conflict occurring to give them more confidence in being able to deal with situations as they arise.

These may occur at the workplace or maybe on the way home from duty as a result of an incident at work. Under the Health and Safety at Work Act Section 2, employees and employers have a duty of care not only to the employee but to the financial risk put upon the company by any claim or compensation on it for bullying, harassment or victimisation.

### Benefits of the Course

The subjects that need to be covered by the delegate to achieve the workplace conflict management training include clear communication, models to deal with conflict in the workplace and also can be used to assist development and promotion within your employment.

Following the completion of this course the learner will know how to:

Learning Outcomes:

- Describe the common causes of conflict
- Describe different forms of communication
- Give examples of communication breakdowns
- Explain different models of communication that can assist conflict resolution
- Describe patterns of attitude and behaviour you may encounter during different interactions
- Explain triggers and inhibitors
- Identify stress indicators

- Identify various options to resolve conflict
- Describe different methods for dealing with possible conflict situations
- Identify legislation relating to conflict
- Demonstrate understanding of how to deal with conflict

The course can accommodate a maximum of 12 students.