Constructive Conflict Management

Category: Professional & Leadership Development | **Vendor:** Various

Duration: 8.00 hours (1 days) **6.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

Conflict is inevitable, driven by differing experiences, priorities, and perspectives. But it doesn’t have to be disruptive. When managed effectively, conflict can fuel innovation, strengthen relationships, and enhance team performance. In today’s workplace, where most professionals regularly encounter conflict, the ability to de-escalate tension and apply a structured resolution process is essential. This course equips you with practical tools to turn conflict into a catalyst for better outcomes. This course provides professionals with essential conflict management skills to help recognize issues early, prevent escalation, and create positive outcomes. Through a structured approach, using multiple strategies, participants will learn how to resolve conflict with clarity and professionalism.

About This Course

Conflict is inevitable, driven by differing experiences, priorities, and perspectives. But it doesn’t have to be disruptive. When managed effectively, conflict can fuel innovation, strengthen relationships, and enhance team performance. In today’s workplace, where most professionals regularly encounter conflict, the ability to de-escalate tension and apply a structured resolution process is essential. This course equips you with practical tools to turn conflict into a catalyst for better outcomes. This course provides professionals with essential conflict management skills to help recognize issues early, prevent escalation, and create positive outcomes. Through a structured approach, using multiple strategies, participants will learn how to resolve conflict with clarity and professionalism.

Who Should Attend

This course is designed for professionals across the board who want to better understand what drives conflict and how to navigate it effectively. It is ideal for individuals seeking to manage challenging situations with confidence, support others in working through disagreements, foster respectful and productive dialogue, and handle disputes in a way that strengthens relationships and improves outcomes.

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Identify common sources, types, and levels of workplace conflict Distinguish between differences and conflict and recognize early escalation signals Select appropriate resolution approaches (informal, supported, formal) Apply conflict management strategies based on context and goals Use a structured process to resolve conflict and achieve win-win outcomes

Detailed Course Outline

1. Understanding Conflict

- What is conflict
- Differences vs conflict
- Levels of conflict
- Types of conflict
- Sources of conflict in the workplace
- Why conflict matters

2. Conflict Resolution Approaches

- Conflict management vs conflict resolution
- 3 approaches to conflict (informal, supported, formal)
- Choosing the right approach

3. Conflict Management Strategies

- Conflict management vs conflict resolution
- Understand the five types of conflict management strategies: Compete, Avoid, Accommodate, Compromise, and Collaborate
- Knowing when to use the five key strategies

4. A Conflict Resolution Process

- Positive engagement
- Establish an effective environment
- Developing a shared understanding
- Clarify individual and common needs
- Identify the root cause of the conflict
- Generate & explore possible options
- Agree on next steps

Upcoming Schedule

Available training dates for Constructive Conflict Management:

Start Date	End Date	Location	Delivery	Price
19 Nov 2026	19 Nov 2026	Online	Virtual	€795.00

Frequently Asked Questions

Q: What delivery options are available for Constructive Conflict Management?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: How many CPD hours does this course provide?

The 1-day Constructive Conflict Management course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Constructive Conflict Management training?

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Constructive Conflict Management?

Yes, we provide corporate training, dedicated training, and closed classes for Constructive Conflict Management. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for Constructive Conflict Management?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Constructive Conflict Management training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

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