Managing Conflict

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

An organization improves its likelihood of success by effectively managing conflict. As a leader within your organization, you share in that responsibility. This course will help you cultivate the skills necessary to help manage conflict and ultimately to decrease the presence of conflict in the workplace. Private classes on this topic are available. We can address your organization’s issues, time constraints, and save you money, too. Contact us to find out how.

About This Course

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Who Should Attend

This course is intended for any business professional who encounters conflict in the workplace.

Learning Outcomes

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

Recognize the impact of conflict in the workplace by identifying your personal reaction and developing a healthy attitude toward conflict. Analyze conflict by assessing the situation and identifying the source of the conflict. Utilize effective communication techniques to manage conflict in a proactive manner. Resolve conflict by evaluating approaches, and determining and implementing an action plan with the best solution.

Detailed Course Outline

1. Recognizing the Impact of Conflict

- Identify Your Personal Reaction to Conflict
- Develop a Healthy Attitude Toward Conflict

2. Analyzing Conflict

- Assess the Situation
- Identify the Source of the Conflict

3. Dealing with Conflict

- Listen Actively
- Communicate Effectively
- Respond to Negative Tactics
- Avoid Conflict Escalation

4. Resolving Conflict

- Evaluate Approaches to Conflict Resolution
- Determine the Best Solution
- Implement an Action Plan

Frequently Asked Questions

Q: What delivery options are available for Managing Conflict?

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 Managing Conflict 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 Managing Conflict 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 Managing Conflict?

Yes, we provide corporate training, dedicated training, and closed classes for Managing Conflict. 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 Managing Conflict?

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 Managing Conflict 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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