

MANAGING CONFLICT



In order to reduce the risk of threatening or abusive behaviour in the workplace, it is vital to know how to effectively and confidently diffuse such situations. This e-learning is designed to equip your organisation with the skills and confidence required to effectively handle conflict situations.

Areas covered

- What is workplace conflict?
- Responses to conflict
- Cultural differences
- Different ego types
- Breakdowns in communication
- The behavioural cycle
- The PEACE model
- Conflict with customers
- The HEAT technique
- Patterns of behaviour
- Distance zones
- Physical conflict warning and danger zones
- Impact factors
- The BAP strategy



Who is it aimed at?

Ideal for all levels of employees within a business and as part of the induction process for new employees. It can also be used as part of the on-programme element of the new apprenticeship standards and can support the knowledge, skills and behaviours apprentices need to effectively integrate into the workplace.



Key details at a glance



Duration: 20 – 40 minutes



Assessment: Multiple-choice questions



Certificated: Yes – Highfield Completion Certificate



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Localisation: EU legislation within a UK context, but suitable for international businesses that trade with the EU and will be subject to the legislation