



Series 4:

CONFLICT RESOLUTION

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Programme 1: What is Conflict?

This programme will equip the learner to understand the types and causes, stages and impact of conflict within an organisation, so that you can identify the best way to approach a scenario when it arises.

INTRODUCTION TO PROGRAMME

1. Conflict in the workplace
2. Types of conflict

ACTIVITY 1

3. Managing conflict virtually
4. Stages of conflict
Conflict - causes, symptoms and cures

ACTIVITY 2

5. Impact of conflict on organisational performance
6. What can dysfunctional conflict lead to?

ACTIVITY 3

CONCLUDING SUMMARY

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Programme 2:

Resolving Conflict in the Workplace

In this programme, we will be exploring how to investigate and resolve conflict in the workplace - from formal to informal methods, and what to do if conflict cannot be resolved.

INTRODUCTION TO PROGRAMME

1. Why is it important to investigate conflict
2. Methods to resolve conflict
Informal
Formal
4. A zero tolerance policy
5. Undertaking a disciplinary interview
Discipline and the manager's role
6. Whistleblowing

ACTIVITY 1

3. Organisational procedures for conflict resolution
Grievance and the manager's role

ACTIVITY 2

7. Conflict situations - minor or major?

ACTIVITY 3

CONCLUDING SUMMARY

Programme 3:

Knowledge, Skills and Behaviours for Managing Conflict

This programme aims to outline the key knowledge and skills you may need in the workplace to overcome conflict.

INTRODUCTION TO PROGRAMME

1. A leader's role in managing conflict

ACTIVITY 1

2. Skills you'll need for conflict management

ACTIVITY 2

3. Having difficult conversations
4. Approaches to resolving conflict
5. Conflict mode - Thomas and Kilmann

ACTIVITY 3

CONCLUDING SUMMARY

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