CONFLICT MANAGEMENT

CPD CERTIFIED
The CPD Certification Service

Introduction

In this module, you will look at what conflict management is and why it is important to intervene early. You will also learn how and why conflict arises and then examine the signs and symptoms of conflict. Distinguish between the main stages of conflict and examine different styles, as well as the legal issues and good practices.

Course Overview

At the end of the course, trainees will be able to:

» Identify different types of conflict

» Recognise how and why conflict arises at work

» State the signs and symptoms of conflict

» State what conflict management is and why it's important to act early

» Distinguish between the main stages of conflict

» Use different styles to deal with conflict

» State what legal and organisational requirements should be met

» Use appropriate strategies to successfully manage conflict at work

Course chapters

1. Conflict: An Introduction.

You will learn what conflict is, the causes of conflict, how and why conflict arises and signs and symptoms of conflict.

2. Understanding Conflict Management.

This section covers what conflict management is, the stages of conflict, styles for managing conflict and legal issues.

3. Conflict Resolution.
Finally, you'll cover conflict resolution strategies and managing conflict effectively.

Who will it benefit?

This course is aimed at managers needing to improve their skills in dealing with workplace conflict.

How it works?

Conflict Management is delivered online as an interactive course to each trainee on their computers, or portable device at any internet enabled location. The interactive course is engaging, informative and exciting to use. Using up-to-date, modern graphical images, users will be faced with a selection of interactive elements and mini quizzes to test their knowledge.

Users will receive informative advice and guidance and will be tested on their understanding of the subject at the end of the course by completing the compulsory self-test.

This course also features a risk checklist which asks the user a series of questions relating to their current working environment.

Course Format: Interactive
Running Time: 35-40 minutes

Technical Information

Internet Access:
Users will need a computer or apple device with a web browser and an internet connection to access Safety Media e-Learning Solutions.
Minimum Recommended Bandwidth: 2Mbs

Software:
One of the following web-browsers:
- Google Chrome
- Safari (Versions as maintained and supported by the manufacturer)
- Internet Explorer (Versions as maintained and supported by the manufacturer)

Adobe Reader or Reader DC (for viewing of PDF documents downloadable from the solution where applicable)

Plug-ins
- Flash player: Version as recommended by Adobe
Settings
- Enable JavaScript
- Allow cookies

Hardware:
Processor - 600MHz
Minimum Hard Disk Space Required - 1GB
RAM - OS Dependent

Audio
The courses contain audio, system requirements for running the courses are browser dependent. Where no enabled audio device is detected and the browser defines that this is required the user will be informed via an error message window upon launching the course.

For more information, please visit our website.

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