



**Duration: 45 minutes**  
**Course Code: ONBS10**

### Course Description:

This course will consider what conflict is as well as its impact and role in the workplace. We will consider some of the triggers for workplace conflict and how it develops before looking at a number of different ways of managing it.

### Who Should Attend Conflict Resolution in the Workplace Training?

- The course will equip participants with skills which will help them to diffuse potentially confrontational situations and deal with abusive people.

### Course Contents:

- The Causes and Symptoms of Conflict at Work
- Resolving Conflict
- The Five Conflict Modes
- Using the Modes
- Assertiveness
- Making Positive Outcomes

### Related Courses:

- Equality, Diversity and Discrimination | Code: ONBS11



**Give us a call if you wish to purchase this course: 0114 281 3350**

