

Managing Conflict for Staff

Course information



tnta
THE NATIONAL TRAINING ACADEMY



Overview

Conflict is a verbal or physical struggle between people. It can be between two people or can involve several people or groups. Conflict is an inevitable part of life. When people come together with different personalities, backgrounds, beliefs, and views, conflict will eventually happen.

This course will help you to develop strategies to avoid and resolve conflict.

This course contains the following modules:

Module 1 - Understanding conflict in the workplace and how to manage it: sources of conflict, how to resolve conflict, your goals for communicating emotions, “I” statements, and using effective communication strategies.

Module 2 - Styles for dealing with conflict in the workplace: different conflict management styles, your preferred style and which styles are appropriate for different situations.