



Conflict Resolution

Unhealthy conflict in the workplace leads to low morale and reduced productivity. On completion of this course delegates will be able to recognise unhealthy conflict and work with teams and individuals to resolve and minimise tension in the workplace.

Module 1 Welcome and Introductions

- Icebreaker activity where participants introduce themselves and share an experience with conflict

Module 2 Understanding Conflict

- Types of conflict (relationship, values, information, interests, structural)
- Causes and sources of conflict (poor communication, competing needs, unclear roles, personality clashes)
- Consequences of unresolved conflict (stress, demotivation, hostility, disengagement)

Module 3 Conflict Resolution Approaches

- Avoidance, accommodation, compromise, collaboration, competition
- Picking the best approach for the situation
- Understanding all perspectives in a conflict

Module 4 Communication Skills

- Active listening, questioning, paraphrasing
- Expressing needs and interests clearly
- Controlling reactive responses

Module 5 Mediation and Negotiation

- Guiding principles of mediation
- Negotiation tactics and finding common ground
- Facilitating dialogue between conflicting parties

Module 6 Practice

- Small groups practice mediating mock conflicts
- Debriefing and discussing successes and challenges

Module 7 Action Planning and Wrap up

- Identifying ongoing conflicts to resolve
- Review of the key concepts covered
- Participants share key learnings