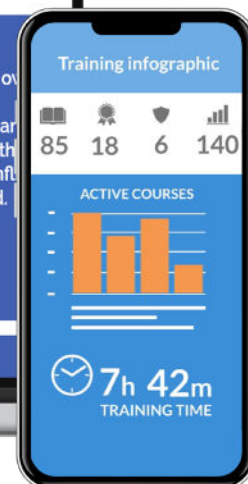
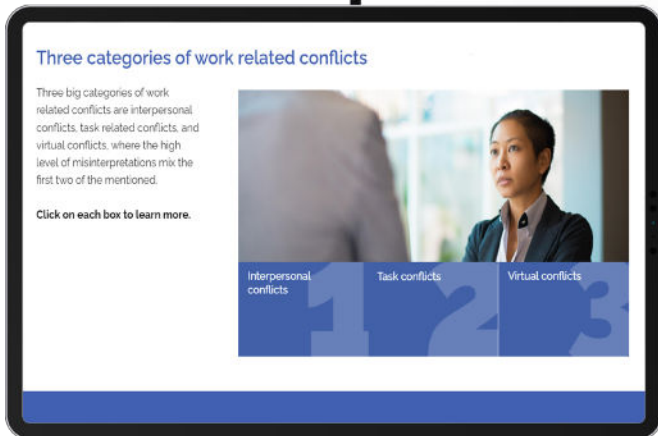
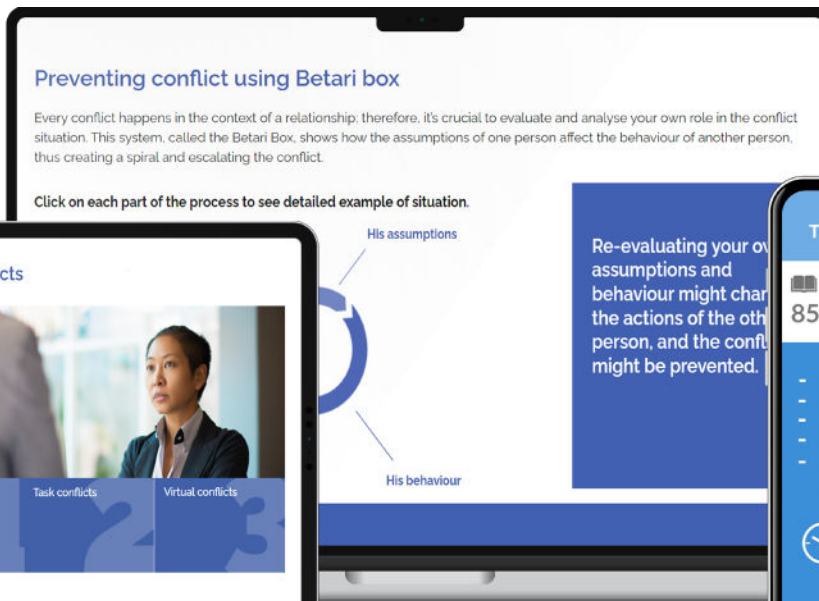


CONFLICT RESOLUTION



OVERVIEW

OBJECTIVES

Conflict is an inevitable part of life and all human relationships, and work is no exception as there will always be different opinions, cultural, gender and other differences.

Conflicts in work life affect everyone individually as well as the entire organisation – they have an impact on productivity, employee turnover, unproductive time, communication breakdown etc.

This comprehensive online course aims to empower learners with the knowledge and skills needed to effectively navigate conflicts and transform them into opportunities for constructive resolution. Whether you're a professional seeking to enhance your conflict management abilities or an individual aiming to improve your interpersonal relationships, this e-learning course will equip you with practical strategies and insights to succeed.

- To put it simply, this online course is designed to equip learners with the knowledge, tools, and techniques to effectively manage and resolve conflicts in a constructive and empathetic manner.
- Understand what conflicts are and what causes them
- Implement techniques to avoid, prevent and deal with conflict
- Create a low conflict environment
- Apply conflict resolution principles, through theory and practical tasks



DURATION

35 minutes. Including interactions and assessment.



AUDIENCE

This online learning course applies to all employees with an organisation. This includes Directors, Managers, Team Leaders, Consultants and Employees.



CERTIFICATION

Upon completion of the course the learner will receive a CPD certificate.

