





# MANAGING CONFLICT

Managing Conflict is designed to equip your organisation with the skills and confidence to effectively handle conflict situations. Learners on the course will understand what workplace conflict is, suitable responses to conflict, cultural differences, and different ego types. It will equip learners with the knowledge around breakdowns in communication, the behavioral cycle, and patterns of behaviour. The course also covers the various models and techniques that can be utilised to effectively manage conflict and provides learners with an awareness of the potential damage conflict can cause

 <p><b>Areas Covered</b></p>	 <p><b>Who is it aimed at?</b></p>
<p>What is workplace conflict? Responses to conflict Cultural differences Different ego types Breakdowns in communication The behavioral cycle The PEACE model Conflict with customers The HEAT technique Patterns of behaviour Distance zones Physical conflict warning and danger zones Impact factors The BAP strategy</p>	<p>Managing Conflict is ideal for all levels of employee within a business and as part of the induction process for new employees. The course is also ideal for use as part of the on-programme element of the new apprenticeship standards and can support the knowledge, skills and behaviours apprentices need to effectively integrate into the workplace.</p>

 ▶ Learners will receive a Highfield e-learning completion certificate, which is downloadable upon successfully finishing the course.

 ▶ Our e-learning is available to use on multiple platforms such as tablets, PC's and laptops. All you need is a good internet connection. Learners simply log on to the Ubiqute Learner Management System (LMS) and work their way through the course, along with the scenarios that provide them with real-life context.

## Why Choose Ubiqute Safety Consultancy E-learning?

We make the most complex of subjects easier to digest through media and content-rich exercises that motivate and engage learners. All our e-learning uses interactive exercises and gaming combined with media-rich content, interactive scenarios, and relevant photography and illustrations. Content is provided by industry-leading experts. What that means for your learners is stimulating and engaging content they will respond to and, most importantly, remember.

## Key Details

- Prerequisites:** No prior Knowledge Needed
- Assessment:** Multiple Choice Questions
- LMS:** Yes
- Compatibility:** Laptop/ Desktop/ Tablet

