

MANAGING CONFLICT

HIGHFIELD ELEARING

FACT SHEET

- Quick and Easy
- Flexible and Accessible
- Saves Time and Money
- Audited and Approved
- Accredited Option
- Bite-Size Sessions
- No Social Distancing

SHORT COURSE



KEY DETAILS AT A GLANCE

Duration	20 - 40 minutes
Audience	Ideal for employee inductions, apprentices and employees at any level within the business.
Prerequisites	No prior knowledge needed
Certificated	Yes - Highfield Completion Certificate
Compatibility	Laptop/Desktop PC Internet Explorer 11 Microsoft Edge Google Chrome Mozilla Firefox Apple iMacs/Macbooks Safari Google Chrome Mozilla Firefox iPads Safari Google Chrome for Tablets Android/Windows based tablets Internet Explorer 11 Google Chrome for Tablets Mozilla Firefox Microsoft Edge

NOTE: Enabling JavaScript and a stable broadband connection are required.

ABOUT THE COURSE

In order to reduce the risk of threatening or abusive behaviour in the workplace, it is vital to know how to effectively and confidentially diffuse such situations.

This course is designed to equip your business with the skills and confidence required to effectively handle conflict situations.

The course is ideal for all levels of employees and as part of the induction process for new employees.

AREAS COVERED

The modules of this short course include:

- What is workplace conflict?
- Responses to conflict
- Cultural differences
- Different ego types
- Breakdown in communication
- The behavioural cycle
- The PEACE model
- Conflict with customers
- The HEAT technique
- Patterns of behaviour
- Distance zones including warning and danger zones
- Impact factors
- The BAP strategy

ASSESSMENT AND CERTIFICATION

Candidates will be assessed by a series of multiple-choice questions upon the completion of each of the modules. Subject to satisfactory completion, candidates are given access to an electronic Highfield quality endorsed certificate of completion (in PDF format), which they are able to print.

WHAT NEXT?

If you'd like to purchase this eLearning course, call us on:

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