



E-LEARNING SHORT COURSES FACT SHEET

COURSE TITLE	MANAGING CONFLICT
COURSE LEVELS	INTRODUCTORY
COURSE OVERVIEW	This course 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 behavioural 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.
COURSE CONTENT	<ul style="list-style-type: none"> • What is workplace conflict? • Responses to conflict • Cultural differences • Different ego types • Breakdowns in communication • The behavioural cycle • The PEACE models • Conflict with customers • The HEAT technique • Patterns of behaviour • Distance zones • Physical conflict warning and danger zones • Impact factor • The BAP strategy
WHO IS IT AIMED AT?	Highfield e-learning's Short Course in Managing Conflict is ideal for all levels of employee within a business and as part of the induction process for new employees.
COURSE DURATION	20-40 minutes
TEST/CERTIFICATION	Learners are assessed at the end of the course by multiple-choice questions. Learners will receive a Highfield e-learning completion certificate, which is downloadable upon successfully finishing the course.
COST	£5.00