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# Conflict Resolution Training

For more information, visit our [Conflict Resolution Training](#) webpage.

## COURSE CONTENTS

This training course is broken down into 3 sections

- 1 Introduction to Conflict
- 2 Tips & Techniques
- 3 Handling Serious Conflict

## LEARNING OUTCOMES

- ✓ Understand the different types of conflict and their consequences
- ✓ Learn strategies to prevent conflict
- ✓ Understand how to handle serious conflict

## ABOUT THIS COURSE

Conflict is part of our daily lives and it can have a very negative impact on our relationships. However, well-managed conflict can bring about positive change. It has been found that **85% of employees deal with conflict at work** at some point, and **29% of employees deal with it almost constantly**.

The ability to communicate successfully is among the most sought-after soft skills in the workplace, whether you're dealing with the differences or demands of your employees, colleagues, managers, suppliers or clients.

Conflict can arise in any organisation and in any industry - anywhere where people who have different beliefs, opinions and ways of working are sharing the same space! Whether it's just two individuals or a group of people.

A conflict that is handled poorly, or not handled at all, can cause irreparable damage to your organisation's productivity and reputation. Hence why Conflict Resolution Training is essential for giving you the best strategy for dealing with conflict.