

MANAGING CONFLICT

Eden Training Academy
Online Training



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

This e-learning is designed to equip your organisation with the skills and confidence required to effectively handle conflict situations.

Areas covered



- What is workplace conflict?
- Responses to conflict
- Cultural differences
- Different ego types
- Breakdowns in communication
- The behavioural 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

Who is it aimed at?



Ideal for all levels of employee within a business and as part of the induction process for new employees. It can also be used 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.

Key details at a glance



Duration: 20 - 40 minutes



Assessment: Multiple-choice questions



Certificated: Yes – Eden and Highfield Completion Certificate



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Localisation: EU legislation within a UK context, but suitable for international businesses that trade with EU and will be subject to the legislation

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