



Ref T&D3

Handling Conflict – Level 2

Course Duration:

1 day

Course Aim / General Introduction:

A problem, any problem, is the difference between what you have got and what you want. Whenever you think this difference comes about because of someone's actions or behaviour, you have what we are going to call a people-problem. It does not matter whether you are right or wrong in your thinking; all that matters is that you are aware of a gap between what you have got now and what you want and believe it is being caused by someone's actions.

Learning Outcomes:

- Identify the principle of causes of conflict in the workplace
- Outline strategies for resolving specific conflict situations
- Identify long-term measures to securing a conflict-free workplace

Who will benefit from the course?

This course is of value to managers, supervisors, customer service staff, front line and call centre staff

Teaching and Learning Assessment:

- Group / Individual exercises
- Case study

- Role play exercises

Capacity:

12 people

Price:

- In-house session @ £420, plus VAT
- In-house session @ £75, plus VAT per additional delegate
- Grouped training @ £195 per person, plus VAT
- One to one session @ £200 per person, plus VAT

Qualification:

On successful completion of this course students will be awarded the OCN Level 2 award in Handling Conflict.

The award is issued through Life Environmental and The National Open College Network who are approved as an awarding body with the Qualifications and Curriculum Authority (QCA).



For further information, including course booking:

Telephone: 0113 2700775 / 07894 488628

