5 Days

Strategies for Workplace Conflict Management

Practical and Effective Framework for Managing Workplace Conflict

▶ Upcoming Sessions

13-17 May 2024	Amsterdam - The Netherlands	$5,950
22-26 Jul 2024	Dubai - UAE	$5,950
16-20 Sep 2024	Dubai - UAE	$5,950
18-22 Nov 2024	Kuala Lumpur - Malaysia	$5,950
20-24 Jan 2025	London - UK	$5,950
24-28 Feb 2025	London - UK	$0

▶ Training Details

Training Course Overview

Conflicts at the workplace are a common occurrence, and is often unavoidable, especially when employees of various backgrounds and different work styles are brought together for a shared business purpose. Conflict can be caused by misunderstood communication, personality clashes to organizational mismanagement. The negative effects of workplace conflict can include decreased productivity, disengagement, demotivation, work disruptions, absenteeism, project failure and turnover.

A survey by the Chartered Institute of Personnel and Development (2015) found that 40% of UK employees reported having experienced some form of interpersonal conflict at work in the last year. Most of that conflict is between an employee and his or her line manager. The survey also found that employees are more likely to report that they have experienced conflict with a staff member who is more senior to them.

However, crucially, the ability to recognize conflict, understand the nature of conflict, and to be able to bring swift and just resolution to conflict will serve you well as a leader. On the downside, the inability to do so may well be your downfall.

This definitive Anderson training course builds the business case to effectively manage workplace conflict while also establishing the key process to define a harmonious and inclusive Positive workplace culture via global benchmarks and best practices.

Training Course Objectives

By attending this Anderson training course, delegates will be able to:

- ▸ Manage conflict situations proactively
- ▸ Leverage potential conflict situations as opportunities for critical conversations that enhance work relationships

- Identify and explore practical, easy-to-implement strategies to support a more harmonious and balanced workplace
- Develop a positive and inclusive workplace culture
- Develop a sustainable Action plan to ensure continued success

Designed For

This Anderson training course is suitable to a wide range of professionals but will greatly benefit:

- Managers, Supervisors, and Team leaders
- Members of Work and project teams
- Human Resource Directors
- Human Resource Employee Relations Professionals
- Business Owners
- Any other individual who strives to manage conflict in the workplace

▶ Training Details

Day One: Understanding the Conflict Spectrum

- Causes of conflict at work
- Stages of conflict escalation
- The Business Case for a Harmonious and inclusive workplace culture
- Assessing Organizational Gaps in meeting goals
- Costs and Challenges of Workplace Conflict

Day Two: Key Communication Strategies

- The basis for collaborative work relationships is superior communication
- Understanding others' perceptions and expectations
- Identifying passive, aggressive and assertive behavior
- Creating shared aims and vision via SMART goals
- Identifying personal communication preferences
- Managing difficult situations
- Maintaining a confident state of mind
- Structuring and controlling the conversation

Day Three: The Conflict Management Strategy

- Defining the Strategy
- The Key Steps
- Identify the cause of the conflict
- Identify the stakes for both parties
- Assess the current handling of the situation
- Create an environment for conflict resolution
- Developing the key conflict management strategy
- Be focused on the desired outcome
- Resolving Conflict in a Diverse Workforce
- Techniques for defusing arguments
- Giving effective constructive criticism and feedback

Day Four: Creating the Positive Workplace Culture

- Organizational Culture and Context
- The 4 steps to create a Positive Workplace
- Aspects of Organizational Frameworks – Policies, Individual and Managerial
- Individual Attitudes/Behaviors
- Managerial Skills and Practices
- Inclusive Mentoring and Coaching
- Key Policies and Procedures

Day Five: Sustainability

- What's Next? Sustaining the Positive Workplace Culture
- A Checklist for Sustainability

- Measurements and Monitoring
- Action Planning for Results

▶ Accreditation

| | The use of this official seal confirms that this Activity has met HR Certification Institute's® (HRCI®) criteria for recertification credit pre-approval. |

▶ The Certificate

- Anderson Certificate of Completion will be provided to delegates who attend and complete the course
- The HRCI Approved Provider Seal and the corresponding Recertification Credit Hours Awarded will be reflected on the Certificate of Completion

▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

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