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Strategies For Workplace Conflict Management

Transforming
Business *for* Good

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Course content

Why Choose this Course?

Workplace conflict is inevitable when employees of various backgrounds and different work styles are brought together for a shared business purpose. Conflict can– and should– be managed and resolved. Conflict can occur in any organization when employees with different backgrounds and priorities work together. Conflict can be expressed in numerous ways such as insults, noncooperation, bullying and anger. Its causes can range from personality clashes and misunderstood communication to organizational mismanagement. The negative effects of workplace conflict can include work disruptions, decreased productivity, project failure, absenteeism, turnover and termination. Emotional stress can be both a cause and an effect of workplace conflict.

A survey by the Chartered Institute of Personnel and Development found that four in 10 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.

This definitive 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.

This training course will feature:

Understanding the need for Effective Conflict Management in the workplace
Building a business case for Harmony and Inclusivity
Diagnosing current sources of conflict
Assessing current conflict resolution procedures for effectiveness
Understanding the range of strategic options
Defining the metrics for success and measuring effectiveness
Implementing the conflict resolution initiative

By the end of this training course, participants 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

Who is this Training Course for?

This training course is applicable to any person actively involved or considering developing a structured and comprehensive approach to Managing Conflicts and implementing the Positive Workplace Culture via clear identification of business need, strategic process, culture analysis, behavioural change and sustainability. This Intermediate level course will greatly benefit those who are focused on developing the business case for this critical resolve for the sustained growth and success of the organization.

Course content

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
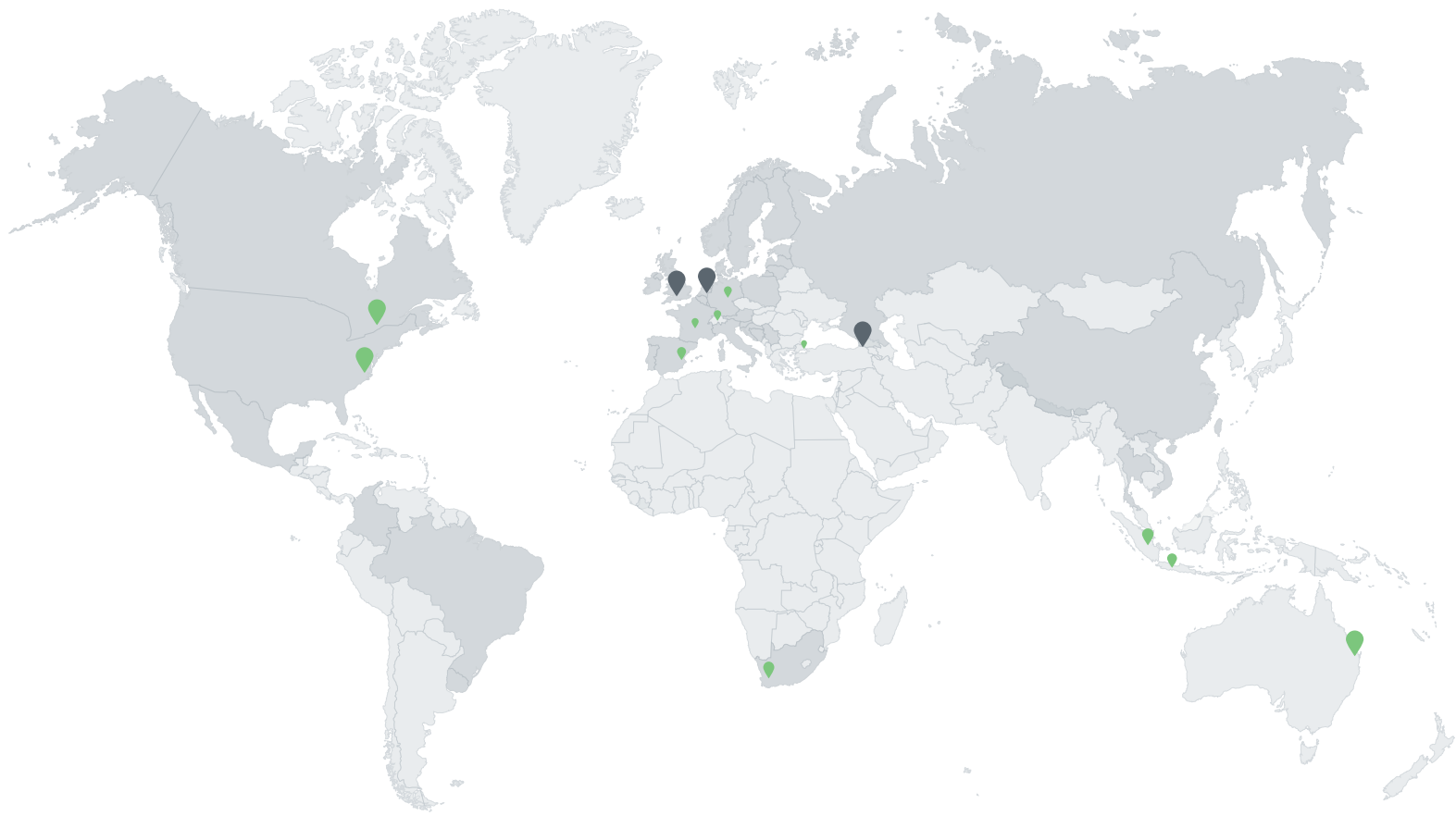
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About informatech GLOBAL LEADERSHIP CONSULTANTS

informatech is a global leadership consultancy that aligns people, purpose & strategy - driving socially responsible transformation in global organisations. Our international network includes 215 partners, consultants, and coaches in 24 countries throughout Europe, North America, Latin America, Asia, and Africa. We transform leaders, align teams and create resolve and passion to win. Typical interventions are to accelerate performance, execute strategy and embed capability and change.

For more information about informatech GLOBAL LEADERSHIP CONSULTANTS or to get in touch, visit us at:

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