



# Shropshire HR Training

## **Managing Workplace Conflict**

### **Course Duration**

3 hours - face-to-face workshop

### **Cost**

£75

### **Course Overview**

Conflict can arise in any business when employees have different beliefs, opinions and ways of working.

Managing conflict swiftly and effectively in the workplace is essential to improve employee engagement, retention, and productivity at work. Left unaddressed the consequences of conflict can cause irreparable damage to your reputation.

- Understanding conflict - causes and effect
- Legal background and responsibilities
- Early intervention
- Effective communication and de-escalation
- Mediation techniques
- Creating a positive work culture

### **Who is this course for?**

This session is for managers, supervisors and team leaders who want to build their own confidence in dealing with conflict from the onset.

### **Booking**

Please email: [Shropshirehr@shropshire.gov.uk](mailto:Shropshirehr@shropshire.gov.uk) for further information and to book your place.