

Dealing with Conflict

Introduction

The aim of this course is to provide guidelines for dealing with conflict at different levels within the workplace.

**Apart from Schools, this course is free for Sefton Council employees.
Please note Councillors are exempt from charges for this course.**

Charges apply for all other organisations:

- Individual license - £32 per person
- Group license (more than 10) - £27 per person

Please contact us at training.services@sefton.gov.uk if you wish to obtain a group licence.

By enrolling on this course you are agreeing to the terms set in our charging policy which can be found [here](#). Once enrolled on this course, you will be billed accordingly.



Audience

Objectives

At the end of this course you will be able to:

- Explain what conflict is.
- List the most common causes of conflict?
- Describe strategies to resolve conflict.
- Explain appropriate ways to respond to conflict.

Modules

This course contains the following modules:

Module name

Dealing with Conflict

Dealing with Conflict Assessment Quiz

Content

- What is conflict?
- Conflict in the workplace
- Recognising conflict
- Responding to conflict

