

# | ONLINE LEARNING |

## MANAGING CONFLICT



LEVEL 1



COST £10

**This e-learning course covers the subject area of conflict management. It enables learners to develop their skills and confidence to effectively deal with conflict situations and reduce the likelihood of abusive and threatening behaviour in the workplace. It can be used to effectively support the off-the-job training delivery of several of the new apprenticeship standards, as well as also being able to support the delivery of several regulated qualifications.**

### WHAT DOES IT COVER?

Topics covered on this course include:

- What is workplace conflict?
- Responses to conflict
- Cultural differences
- Different ego types
- Breakdowns in communication
- The behavioural cycle
- The PEACE model
- Conflict with customers
- The HEAT technique
- Patterns of behaviour
- Distance zones
- Physical conflict warning and danger zones
- Impact factors

