PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: Conflict Management And Resolution Essentials	**Course Duration**: 1.0 Day
Exam: Not Included	**Exam Type**: Proctored Exam
Qualification: Conflict Management And Resolution Essentials Certificate	

Course Syllabus

Our Conflict Management And Resolution Essentials training course will cover the following:

- **Introduction to Conflict Management**
- **Understanding Conflict Styles**
- **Conflict Resolution Strategies**
- **Communication and Active Listening**
- **Emotional Intelligence and Self-Awareness**
- **Managing Difficult Conversations**
- **Conflict Prevention and Post-Conflict Resolution**
- **Case Studies and Practical Exercises**

Course Overview

Our one-day Conflict Management And Resolution Essentials training course provides the skills to identify emotional triggers that create conflict, apply proactive response techniques, and build an environment of cooperation.

Workplace conflict can lead to damaged relationships and poor productivity, but there are constructive ways for responding to conflict and preventing it from becoming destructive. Through realistic work scenarios.

Course Learning Outcomes

Our Conflict Management And Resolution Essentials training course will teach you to become proficient in the following:

- Identifying conflict situations
- Dealing with anger
- Valuing, respecting and acknowledging personal boundaries
- Clarifying personal boundaries that enable strong relationships
- Recognise filters, lenses, and mistaken assumptions
- Cope with challenging personalities
- Open the door to resolving conflict without set expectations
- Mediate conflict between co-workers

Audience

Our Conflict Management And Resolution Essentials training course will benefit several individuals and organisations in an IT environment including but not limited to:

- IT Managers and Leaders
- IT Project Managers
- IT Team Members
- IT Support and Helpdesk Staff
- IT Consultants and Service Providers
- IT Sales and Account Managers
- IT Professionals in Cross-Functional Teams
- Educational Institutions and Students

Entry-Level Requirements

There are no entry-level requirements for our Conflict Management And Resolution Essentials training course.

Recommended Reading

There is no recommended reading for our Conflict Management And Resolution Essentials training course.

What's Included

Our Conflict Management And Resolution Essentials training course contains the following:

- 1-day instructor-led training course
- One-on-one after-course instructor coaching
- Pre-reading
- Course Manual
- Quizzes
- Exercises

Exam Information

Conflict Management And Resolution Essentials Exam:

- Format: Multiple Choice
- Questions: 40
- Pass Mark: 70%

What's Next

Attendees may enjoy our three-day Emotional Intelligence: Achieving Leadership Success training course.

Our three-day Emotional Intelligence: Achieving Leadership Success training course, through self-management tools and techniques, will provide you with the strategies to manage your emotions, respond usefully to the emotions of others, and improve personal effectiveness and team performance.

Additional Information

Our Conflict Management And Resolution Essentials training course offers several benefits to individuals and organisations including but not limited to:

- **Improved Communication**: Conflict management training enhances communication skills, including active listening, effective expression of ideas, and assertiveness.
- **Enhanced Collaboration**: By effectively managing conflicts, IT professionals can foster an environment of trust, respect, and cooperation, leading to better collaboration on projects, improved problem-solving, and increased productivity.
- **Reduced Downtime and Delays**: Conflict within IT teams can lead to delays in project timelines, decreased productivity, and increased downtime.
- **Increased Employee Satisfaction and Retention**: A positive work environment, characterized by effective conflict management, contributes to higher employee satisfaction and engagement.
- **Customer Satisfaction**: Conflict resolution skills are essential when dealing with challenging customer interactions, such as IT support or service delivery.
- **Efficient Problem Resolution**: Conflict management training equips IT professionals with problem-solving techniques that can be applied to resolving technical issues and non-technical conflicts.
- **Stronger Professional Relationships**: Conflict management skills help build stronger relationships among IT professionals, clients, and stakeholders.