

Conflict Resolution

Effectively identify and resolve workplace conflicts

Module Duration: 35mins

This module provides individuals with essential tools and techniques to enable effective conflict resolution. Included within the module are the different conflict resolution management styles, the cycle of conflict and advice for effective negotiation. By the end of the module you should be in a position to identify potential sources of conflict, taking appropriate action to resolve the situation.

A blended approach is utilised with each module containing relevant theory alongside interactive activities and opportunities for reflection. An end of module assessment will evaluate your understanding of the content covered whilst a fact sheet will recap the key elements covered.

For information about our complete suite of professional development topics, or if you have any other questions, please visit the website:

www.ararna.co.uk/elearning

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Everything we do is to improve the working life and empower practice staff to help enhance the patient experience.

Conflict Resolution Module Structure

- ▲ The significance and relevancy of conflict
 - ▲ Sources of conflict
 - ▲ The cycle of conflict
- ▲ Techniques for effective conflict resolution
 - ▲ Conflict management styles
 - ▲ Managing difficult conversations
 - ▲ Negotiation skills
- ▲ Module Review Assessment Activity
- ▲ Module Learning Review Document
- ▲ Certificate of Completion

Benefits of Conflict Resolution

- ▲ Identify and prevent occurrences of conflict
- ▲ Effectively resolve occurrences of conflict
- ▲ Develop your negotiation skills