

## Introduction to Coping with Workplace Conflict (0.5 day)

Conflict exists in every organisation and to a certain extent indicates a healthy exchange of ideas and creativity. However, counter-productive conflict can result in dissatisfaction, reduced productivity, poor service to patients, absenteeism and increased staff turnover, increased work-related stress or, worse case scenario, litigation based on claims of bullying or a hostile work environment.

This practical workshop explores simple strategies to raise awareness of how you can manage conflict at its early stages to ensure it remains 'healthy conflict', and minimise the emotional outfall.

By the end of the **half day** workshop, delegates will be able to:

- Describe how conflict can arise in the workplace
- Identify personal triggers and frustrations within the workplace
- Encourage respect through responding to and dealing effectively with difficult situations.

**3 guided learning hours**  
**3 CPD Points**

