

[Introduction to Coping with Workplace Conflict \(0.5 day\)](#)

Conflict exists in every organization 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



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Zoom test

Please make sure you are set up to run Zoom and to participate (via both camera and audio). Please [follow this link](#) to test your settings in advance.

Participation is a requirement in order to receive a certificate of attendance.

Note to delegate: There is no formal pre-work for this workshop, however you may wish to think in advance regarding the objectives, or do some reading around the topics.

What do you already know? What would you like to get out of this workshop?

Objective 1: Describe how conflict can arise in the workplace

Objective 2: Identify personal triggers and frustrations within the workplace

Objective 3: Encourage respect through responding to and dealing effectively with difficult situations.