

Conflict Resolution



AIMS

To be able to understand the reason for, and effectively prevent and manage conflict within the workplace

DURATION

Half Day Course (3 Hours)

LEARNING OUTCOMES

By the end of this course, you will:

- Understand the role of good leadership in conflict situations
- Be aware of roles and responsibilities within the home
- Understand the meaning of stress
- Be aware of the effects of different types of stress
- Recognise the impact of poor practice
- Understand the effects of lack of competence
- Understand how to reduce the risk of conflict
- Know ways to manage conflict
- Know ways to prevent future conflict

LESSONS AND TOPICS

Roles and Responsibilities

- The Role of a Leader
- Responsibilities
- Supporting Your Team

Stress

- What is Stress?
- Fight or Flight Response
- Symptoms of Stress
- Managing Unresolved Stress
- Work Related Stress Triggers
- The Effects of Stress on Staff and Residents

Dealing with Poor Practice

- The Impact of Poor Practice
- Misconduct
- Lack of Competence
- Regulatory Bodies

Conflict Resolution

- What is Conflict?
- Your Behaviour in Conflict
- Reducing Conflict
- Preventing Future Conflict
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