



PERFORMANCE  
LEARNING  
GROUP



Series 4 :

# Conflict Resolution



## Programme 1

# What if Conflict?

The aim of this programme is to equip managers with an understanding of the practical steps required to monitor and meet the challenges of managing and leading hybrid teams.

### Introduction to Programme

#### Activity 1:

1. Conflict in the workplace
2. Types of conflict

#### Activity 2:

3. Managing conflict virtually
4. Stages of conflict:
  - Conflict - causes, symptoms and cures

#### Activity 3:

5. Impact of conflict on organisational performance
6. What can dysfunctional conflict lead to?

### Concluding Summary

# Programme 2

## Resolving Conflict in the Workplace

In this programme, we will be exploring how to investigate and resolve conflict in the workplace - from formal to informal methods, and what to do if conflict cannot be resolved.

### Introduction to Programme

#### Activity 1:

1. Why is it important to investigate conflict
2. Methods to resolve conflict:
  - Informal
  - Formal

#### Activity 2:

3. Organisational procedures for conflict resolution
  - Grievance and the manager's role

4. A zero tolerance policy
5. Undertaking a disciplinary interview
  - Discipline and the manager's role
6. Whistleblowing

#### Activity 3:

7. Conflict situations - minor or major?

### Concluding Summary



# Programme 3

## Knowledge, Skills and Behaviours for Managing Conflict

This programme aims to outline the key knowledge and skills you may need in the workplace to overcome conflict.

### Introduction to Programme

#### Activity 1:

1. A leader's role in managing conflict

#### Activity 2:

2. Skills you'll need for conflict management

#### Activity 3:

3. Having difficult conversations
4. Approaches to resolving conflict
5. Conflict mode - Thomas and Kilmann

### Concluding Summary



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