



Managing Conflict And Preventing Violence In The Workplace

Naturally occurring conflict in the workplace can, when managed well, present many opportunities for growth and understanding. If not managed appropriately or ignored, conflict can become a destructive force in your organization that may lead to violence. When differences between people escalate into problems, it is important to help parties in conflict resolve their differences in order to restore a productive working environment. To be effective in this role, people need to be equipped with an awareness of the key warning signals that conflict is escalating as well as practical tools to prevent situations from getting out of hand. This workshop gives participants:

- 1 Insight into the nature and role of conflict
- 2 5 key warning signs that conflict is escalating
- 3 Awareness of the potential for violence in the workplace
- 4 An understanding of conflict resolution obstacles and tools for removing them
- 5 Strategies to help you remain calm in the eye of the storm
- 6 Tips for collaborative conflict management