

Conflict Management

Short course; designed in the United Kingdom by
The Institute for Professional and Executive Development - IPED



Specification

Course Title	Conflict Management
Category	Short (Executive) Course; Continuing Professional Development (CPD) course
Entry Requirement	None
Mode of Delivery	The course can be delivered: <ul style="list-style-type: none"> o through educational workshops, seminars or events o using online or e-learning methods
Language of delivery	English
Assessment and Certification	No formal assessment such as written examination is required. A learner is deemed to have successfully completed the course through active participation during the delivery of the course.
Total Learning Hours	Flexible. Can be completed in any amount of hours; dependent on learner's circumstances. It is however recommended that the total number of hours should not exceed 30, if actively delivered.
Grading System	None
Study manual	A comprehensive learning material is provided by IPED to support the delivery of this course.
Course Monitoring	The course will be regularly reviewed by the Academic Advisory Board (AAB) to ensure that it remains fit for purpose. The IPED Suggestion and Feedback System will be used to collect information from users of the course to make informed decision on quality improvement.

Course contents



1.1 Explanation of conflict management
 1.1.1 Conflict definition in general context, and also in the context of protective organizational safety.
 1.2 The case for conflict management



2.1 Human factors in conflict situations. This covers:
 ○ Fight and flight responses
 ○ Triggers
 2.2 Stages of escalation in conflict situations
 2.2.1 Managing escalation in conflict situations



3.1 Practical management of conflict. This covers:
 ○ Proactive individual conflict management actions
 ○ Application of the Observe, Report, Advice and Protect (ORAP) organizational safety model



4.1 Resolution of conflict using verbal strategies.
 4.1.1 Using communication as a tool in conflict resolution.
 ○ Communication skills in conflict management
 4.1.2 Barriers to communication
 ○ Ways to overcome barriers to communication
 4.1.3 Verbal conflict resolution strategies
 4.1.4 Communication strategies for dealing with verbal aggression



5.1 Physical conflict resolution strategies
 ○ Protective action
 ○ Physical intervention in conflict situations. When and how?
 ○ Dealing with immediate physical threats





6.1 Problem solving in conflict situations

- Definition of a problem
- Resolving, solving and dissolving problems
- Need for problem solving skills in conflict management
- Hard Systems Thinking and Soft Systems Thinking
- Need for creativity in problem solving and conflict management
- Barriers to creativity and how to overcome them

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