



Conflict Management (City and Guilds 1884)

We live in a fast and ever changing environment both personally and professionally and as a result change is inevitable. Conflict arises in the workplace and unfortunately it is increasing. By understanding the reasons behind conflict and giving working examples individuals will have different views to help them deal with any future possible incidents. This results in positive behaviour from both the employer and employee.

This is a 1.5 day training course which also involves a test.

On successful completion of the programme individuals receive a certificate from City and Guilds.