



Conflict Resolution

HR, Leadership and Team Management Skills



Introduction

Conflict comes in many shapes and forms, from passive-aggressive grumbles through to physical altercations. In this module we develop conflict management strategies and identify potential risks to your business and the individuals involved.



Course Duration

SSG offer this module as part of a full or half day course which can be delivered as a classroom or virtual course.



Course Attendees

This course is suitable for employees at all levels including SME owners, directors, senior managers, team leaders and supervisors.



Course Programme

- Causes of conflict
- Language dos and don'ts – useful phrases to avoid confrontation
- Assertion and diffusion techniques



Training Certification and Assessment

Following successful completion of training, SSG course attendance certificates will be issued which are valid for three years. It is recommended that certification is renewed every three years to ensure those persons responsible are kept up to date with best practices.



Suggested Follow on and Complementary Courses

This module can be combined with other subjects for a half or full day course. Please contact our Customer Service team for more information.

Training Proposal



Course Information

Course:	Conflict Resolution
Certificated by:	SSG Training and Consultancy
Course Duration:	2 hours



Open Course Option

Dates:	See dates and fees brochure or visit www.ssg.co.uk
Venues:	SSG – Plymouth. Also available as a virtual course.
Fee per Delegate:	£80 inclusive of all refreshments, handouts and certification



Private Course Option

Dates:	Dates can be arranged to suit client
Venue:	Client to advise preferred venue choice (SSG can arrange facilities if required, costs as detailed below)
Delegate Numbers:	Maximum of 12 delegates per course presentation
Private Course Fees:	<p>Two hours – £395</p> <p>Half day – £695</p> <p>Full day – £895</p> <p>Fees are per course presentation inclusive of all handouts and certification</p>
Venue Costs:	<p>SSG training centre fees include room hire, unlimited supply of tea, coffee and water, biscuits and lunch.</p> <ul style="list-style-type: none">• Plymouth: £12 per delegate per ½ day, full day rates available on request• Other locations: Fees available on request <p>If held at client's venue:</p> <ul style="list-style-type: none">• Mileage is charged from SSG's Plymouth office at £0.50 per mile (first 60 miles included)• Overnight accommodation for the tutor at £130 per night (if necessary)

Please contact our customer service team for courses required outside of SSG's regional office area as fees may vary. All fees subject to VAT.