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HUMAN RESOURCES AND TRAINING | HRT-076

Conflict in the Workplace and Change Management: HR's Role

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Course content

Why Attend

Overview

- Gain practical strategies to manage and resolve workplace conflict effectively.
- Understand the critical role HR plays in facilitating change and maintaining a positive work environment.
- Develop skills to support organizational change initiatives while minimizing resistance.
- Enhance your ability to foster collaboration and constructive communication.
- Equip yourself to handle challenging employee relations scenarios confidently.

Course Methodology

- Interactive case studies and group discussions.
- Role-playing scenarios to practice conflict resolution.
- Expert-led presentations on change management frameworks.
- Practical exercises to apply learning to real-world situations.
- Peer feedback and collaborative problem-solving sessions.

Course Objectives

- Identify sources and types of workplace conflict.
- Apply effective conflict resolution techniques.
- Understand HR's responsibilities in managing organizational change.
- Develop communication strategies to reduce resistance to change.
- Create action plans for supporting employees through transitions.

Target Audience

- HR professionals and managers.



Course content

Target Audience

• Team leaders and supervisors.

• Organizational development specialists.

• Employee relations officers.

• Anyone involved in change management or conflict resolution.

Target Competencies

• Conflict analysis and resolution.

• Change management planning.

• Communication and negotiation skills.

• Employee engagement during transitions.

• Mediation and facilitation abilities.

Course outline

Day 1 : Understanding Workplace Conflict

• Explore common causes and types of conflict in the workplace.

• Assess the impact of unresolved conflict on teams and organizations.

• Identify early warning signs and escalation patterns.

Day 2 : Conflict Resolution Strategies

• Apply proven conflict resolution models and techniques.

• Practice active listening and effective questioning.

• Develop skills for mediating employee disputes.

Day 3 : HR's Role in Change Management

• Examine the stages of organizational change and HR's involvement.



Course content

Course outline

• Define key responsibilities for HR during transitions.

• Align HR policies with change initiatives.

Day 4 : Communication and Engagement During Change

• Craft communication plans to support change.

• Address employee concerns and reduce resistance.

• Engage stakeholders through transparent dialogue.

Day 5 : Integrating Conflict Management with Change Initiatives

• Develop integrated action plans for managing conflict during change.

• Evaluate case studies of successful HR interventions.

• Implement mechanisms for ongoing feedback and improvement.



Seminar dates

Available seminar dates

Live dates and pricing for Conflict in the Workplace and Change Management: HR's Role generated from the course details page.

Date	Location	Format	Fee
Dates on request	Venue on request	Classroom	**Contact us**

Live online option	Online delivery is available at €1,850.-.