



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

Why Attend

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.
- Team leaders and supervisors.
- Organizational development specialists.
- Employee relations officers.

Course outline

Detailed course outline

Day-by-day outline for Conflict in the Workplace and Change Management: HR's Role.

Day 1 - Understanding Workplace Conflict

- 09:00-10:30 | Explore common causes and types of conflict in the workplace.
- 10:30-11:00 | Assess the impact of unresolved conflict on teams and organizations.
- 11:00-11:30 | Coffee break
- 11:30-12:30 | Assess the impact of unresolved conflict on teams and organizations. (continued)
- 12:30-14:00 | Identify early warning signs and escalation patterns.

Day 2 - Conflict Resolution Strategies

- 09:00-09:54 | Apply proven conflict resolution models and techniques.
- 09:54-11:00 | Practice active listening and effective questioning.
- 11:00-11:30 | Coffee break
- 11:30-12:12 | Practice active listening and effective questioning. (continued)
- 12:12-14:00 | Develop skills for mediating employee disputes.

Day 3 - HR's Role in Change Management

- 09:00-10:30 | Examine the stages of organizational change and HR's involvement.
- 10:30-11:00 | Define key responsibilities for HR during transitions.
- 11:00-11:30 | Coffee break
- 11:30-12:30 | Define key responsibilities for HR during transitions. (continued)
- 12:30-14:00 | Align HR policies with change initiatives.

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Day 4 - Communication and Engagement During Change

- 09:00-10:30 | Craft communication plans to support change.
- 10:30-11:00 | Address employee concerns and reduce resistance.
- 11:00-11:30 | Coffee break
- 11:30-12:30 | Address employee concerns and reduce resistance. (continued)
- 12:30-14:00 | Engage stakeholders through transparent dialogue.

Day 5 - Integrating Conflict Management with Change Initiatives

- 09:00-10:30 | Develop integrated action plans for managing conflict during change.
- 10:30-11:00 | Evaluate case studies of successful HR interventions.
- 11:00-11:30 | Coffee break
- 11:30-12:30 | Evaluate case studies of successful HR interventions. (continued)
- 12:30-14:00 | 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
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No seminar dates are currently available.