

COURSE CONTENT OVERVIEW

# Interpersonal Conflict Training

Everyone who works in either the retail or hospitality industry wants to provide the best possible service to their customers, and teams all strive to achieve this goal. However, conflicts invariably arise between staff members themselves, and interpersonal conflicts can have a detrimental effect on not only a business' reputation and customer satisfaction, but also the physical and mental wellbeing of the employees.

In order to limit and resolve these conflicts, it's important to understand why they occur. This course will look into the common causes of interpersonal conflict and what to do if the conflict is between an employee and a manager. It will also explore how to effectively give and receive feedback and examine the effects that a toxic work environment has on staff, as well as the business' success as a whole.

### **Module One: Interpersonal Conflict Training**

This short course is designed to help those working in the retail or hospitality industry understand how interpersonal conflicts can arise, and have the confidence to successfully resolve them. This course will cover:

- What is interpersonal conflict?
- Causes of interpersonal conflicts
- Conflict with management
- Giving feedback
- Receiving feedback
- Effects of a toxic work environment
- Benefits of a pleasant working environment
- Conflict resolution

## Aims of the training

By the end of this course, you will be able to:

- Recognise the factors and situations that often lead to interpersonal conflicts.
- Understand the importance of feedback, and how to give and receive it effectively.
- Realise the negative impact that a toxic work environment can have on a person's physical and mental wellbeing.
- Understand ways that you can limit interpersonal conflicts, and have confidence in utilising methods to resolve them.