

A background image showing two people in a meeting. On the left, a woman with glasses is gesturing with her hands while holding a coffee cup. On the right, a man with a beard and an orange shirt is listening intently with his hands clasped. They are sitting at a table with a laptop, notebooks, and some papers. A large potted plant is visible in the background.

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HUMAN RESOURCES AND TRAINING | HRT-076

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

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A background image showing a group of people in a meeting. In the foreground, a person's hands are visible, holding a white cup. To the right, a man with a white beard and a red jacket is sitting at a table, looking towards the camera. The table has a laptop, a notebook, and some papers on it. The overall atmosphere is professional and collaborative.

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.

A background image showing a group of people in a meeting. One person is holding a coffee cup, and another is gesturing with their hand. There are notebooks and pens on the table.

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.

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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.-.	