

COURSE BROCHURE

Conflict Resolution and Employee Relations

Professional Training Course

Skillslab Training Provider

Skills for Tomorrow's World 



Course Description

Course Overview

Conflict Resolution and Employee Relations is a comprehensive, knowledge-based training program designed to equip organizations with a structured understanding of how workplace conflicts arise, how they can be managed effectively, and how strong employee relations contribute to organizational stability and performance. The course focuses on the principles, frameworks, and policies that govern conflict management and employee relations, emphasizing prevention, early intervention, and fair resolution within a professional environment. This course is especially important for new managers, supervisors, and team leaders who frequently face interpersonal tensions, performance-related disagreements, or employee concerns. As part of leadership training for new managers, the program strengthens managerial confidence in handling sensitive situations objectively and consistently. The workplace value lies in reducing escalation, improving trust between management and employees, and fostering a respectful work environment that supports productivity and long-term engagement.

Key Outcomes

- By the end of this program, participants will be able to explain the nature and sources of workplace conflict.
- By the end of this program, participants will be able to distinguish between constructive and destructive conflict.
- By the end of this program, participants will be able to identify common employee relations issues in organizational settings.
- By the end of this program, participants will be able to understand the manager's role in preventing and managing conflict.
- By the end of this program, participants will be able to apply structured approaches to conflict resolution as first-time managers.
- By the end of this program, participants will be able to manage employee concerns in a fair and professional manner.

performance and engagement.

Who Should Attend

- First-time managers and newly appointed supervisors
- Team leaders and section heads
- High-potential employees preparing for leadership roles
- Human resources and employee relations professionals
- Organizational development and compliance staff
- Managers responsible for people supervision
- Professionals involved in handling workplace issues

Prerequisites: No prerequisites. Basic people management or supervisory responsibility is recommended.

Course Outline by Modules

Day 1: Understanding Workplace Conflict

- Definition and types of workplace conflict
- Common causes of conflict in organizations
- Task-related versus relationship-based conflict
- Impact of unresolved conflict on performance and morale
- The role of organizational culture in conflict dynamics

Day 2: Principles of Employee Relations

- Foundations of effective employee relations
- Rights, responsibilities, and expectations in the workplace
- Communication and trust as pillars of employee relations
- Role of policies and procedures in managing relations
- Manager responsibilities in maintaining fair treatment

Day 3: Conflict Resolution Approaches and Frameworks

- Overview of conflict resolution styles and approaches
- Structured steps for resolving workplace disputes
- Role of dialogue, listening, and objectivity
- Managing emotions and maintaining professionalism

- Ensuring fairness, consistency, and documentation
- Preventing escalation and repeat conflicts
- Supporting constructive outcomes for all parties

Day 5: Building Sustainable Employee Relations

- Preventive strategies for reducing workplace conflict
- Strengthening relationships through leadership behaviors
- Role of managers in fostering respect and collaboration
- Monitoring employee relations climate
- Continuous improvement of conflict management practices

Methodology

The course is delivered using a primarily theoretical approach, focusing on structured concepts, leadership frameworks, and best practices in conflict resolution and employee relations. Content is presented through clear explanations, practical illustrations, and simplified workplace scenarios that support understanding without relying on intensive role-playing or complex workshops.

Interaction takes place at both individual and group levels through guided discussions and reflective questions. This approach allows participants to relate concepts to their managerial responsibilities while maintaining a professional learning environment. Training materials include summary sheets, a participant workbook, and simple reference templates that can be reviewed or completed on a computer. Optional minimal pre-work or follow-up support may be provided upon request only.

Assessment & ROI

Participant understanding is assessed during the session through short quizzes, guided question-and-answer discussions, and recap checks at key points throughout the program. These in-session assessments ensure that core concepts of conflict management and employee relations are clearly understood.

Organizations may evaluate the return on investment internally through indicators such as reduced grievances, improved manager evaluations, employee feedback, or performance reviews. Internal measurement is managed by the client organization and is outside the scope of our delivery. Optional follow-up or clarification sessions are available upon request only.

Conclusion

Conflict Resolution and Employee Relations is a practical and strategic learning solution that strengthens managerial capability in handling workplace challenges effectively. As part of a broader new manager leadership course portfolio, it complements first-time manager training, management skills training, and supervisor leadership programs by reinforcing leadership fundamentals related to people management. The course enables leaders to manage conflict constructively, build trust, and support positive employee relations that drive organizational performance. Organizations are invited to contact us to tailor the delivery format, whether onsite, online, or blended, and to select suitable duration options. Participants receive a certificate of completion upon successful attendance, reinforcing the professional value of this leadership development for team leaders program.

Contact Us

For registration inquiries, upcoming dates, or group pricing, please contact us:

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