

Skills for Life and Work

Conflict Resolution

Campus: Rotherham College

Code: R28AC52

Navigating Workplace Conflict is a practical, application-focused training course designed to empower employees with the essential skills needed to address, manage, and resolve workplace disagreements constructively.

Unmanaged workplace conflict frequently leads to heightened stress, reduced productivity, communication breakdowns, and premature resignations.

This course de-mystifies workplace friction by framing conflict not as a failure, but as a normal workplace dynamic that can be managed professionally.

Through a blend of self-reflection, core communication frameworks, and practical scenarios, participants will learn how to maintain composure under pressure, express concerns clearly without escalating tension, and leverage internal support channels before considering leaving their role.

Participants will walk away with an actionable personal strategy for handling difficult conversations and contributing to a healthier, more collaborative work environment.

About This Course

- **Understand Conflict:** Differentiate between work-related issues and personal clashes, and recognise early warning signs.
- **Stay Calm & Timely:** Apply pause strategies to handle high emotions and choose the right time and place to talk.
- **Communicate Constructively:**

- Use active listening and “I” statements to express concerns without blaming others.
- Focus on finding joint solutions rather than winning arguments.
- Recognise when to involve management or HR instead of walking away from the job.

Tuition Fees

Those aged 19 or over may not need to pay fees depending on their circumstances. Find out if you qualify for help with your fees [<https://www.rotherham.ac.uk/course-fees/>] .

If you need further advice or guidance please contact the Enquiries Team on **01709 362111**.

Additional Information

This course will be delivered at various venues across the borough.

PLEASE NOTE

We make every effort to ensure information within our online course directory is accurate and a true representation of the courses we are offering in 2026-27. However, we do reserve the right to make changes if necessary.

Last updated: 27th October 2026