

# Fact Sheet

## MANAGING CONFLICT



### Overview

Reducing the risk of threatening or abusive behaviour in the workplace starts with knowing how to respond effectively. This course is designed to equip learners with the skills and confidence to manage and defuse conflict situations, helping to create a safer and more supportive working environment.



**Duration:**  
20 - 40 Minutes



**Assessment:**  
Multiple-choice questions



**Price:**  
£5.00



**Certificate:**  
Yes – Highfield Completion Certificate

### Areas covered

- What is workplace conflict?
- Responses to conflict
- Cultural differences
- Different ego types
- Breakdowns in communication
- The behavioural cycle
- The PEACE model
- Conflict with customers
- The HEAT technique
- Patterns of behaviour
- Distance zones
- Physical conflict warning and danger zones
- Impact factors
- The BAP strategy

### Who is it aimed at?

This course is suitable for employees at all levels and is particularly valuable as part of the induction process for new starters. It can also be used within the on-programme phase of apprenticeship standards, supporting apprentices in developing the knowledge, skills, and behaviours needed to integrate effectively into the workplace.

