



# CONFLICT IN THE WORKPLACE

## *Staff Relations*



This course seeks to equip participants with the following:

- An understanding of the power of effective communication
- An appreciation of 'dialogue' as a catalyst for advancement
- An awareness of 'perception formation' and a readiness to take psychological responsibility for workplace health & wellbeing
- A heightened awareness of each staff's legal responsibility in flagging potential affronts to dignity at work noted before matters escalate
- An understanding of Mediation within the Irish Institutional and Legal contexts
- Knowledge of Workplace Relations Commission goes about its work structures
- The process and desired outcome of Mediation
- Exemplars - hoped-for outcomes.



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