

**Course ID:**  
**LDR-SUPM4**                      **RESOLVING CONFLICT**

**COURSE OVERVIEW**

Welcome to *Resolving Conflict*, the fourth and final course in the Leadership Development Program.

The goal of this program is to provide supervisors with the skills to resolve actual and potential workplace health and safety concerns in a constructive manner. The course focuses on two circumstances where supervisors may potentially encounter conflict at work: when intervening on unsafe acts or behaviours and when having to collaborate with others to resolve health and safety issues.

Participants will review the responsibilities of workers and supervisors under the Occupational Health and Safety Act (OHSA) & Regulations and, more specifically, how intervention relates to the legal duties of supervisors. Also, they will combine Personality Dimensions® content from the second and third training modules with a recommended feedback model to develop their own techniques for problem solving and conflict resolution. This integration of technical knowledge with interpersonal skills is designed to give supervisors greater confidence and skill in resolving safety concerns in the workplace.

**PROGRAM CONTENT**

- OHSA review: worker rights and responsibilities; supervisor duties
- Application of occupational health and safety law in the workplace
- Safety intervention feedback model
- Managing conflict through Personality Dimensions®
- Conflict resolution techniques

**TARGET AUDIENCE**

Any person in a leadership role, or who is preparing for a leadership role.

**PREREQUISITES**

LDR-SUPM1: Communication Skills for Supervisors

LDR-SUPM2: Influence for Positive Results

LDR-SUPM3: Building Relationships

*\*Please allow 90 days between modules for skill application in the field*

**TRAINING TIME (hours):**

3.5 Hours

**RECERTIFICATION**

N/A