

Course Information Sheet

Conflict Management in Hospitality and Retail



DE07E51B

Venue 📍 Plymouth Central Library	Start Date	8 Nov 2024 10:30
	End Date	29 Nov 2024 13:00
	Fee	£0
	Materials	£0

[OCSW DE07E51B Conflict Management in Hospitality and Retail \(oncoursesouthwest.co.uk\)](https://oncoursesouthwest.co.uk)

Master the art of de-escalation! This 4-week course equips Hospitality & Retail professionals with the skills to resolve conflict calmly, professionally, and maintain positive customer relationships.

Course Description:

Dealing with challenging customers is an inevitable part of working in Hospitality and Retail. Our Conflict Management course empowers you to navigate these situations confidently. Learn de-escalation techniques, active listening skills, and effective communication strategies to resolve conflicts calmly and professionally. Whether you're new to the industry or looking to refine your approach, this course will equip you with the tools to handle any situation with grace.

What will I learn?

- **Week 1: Identifying Conflict Triggers:** Understand the root causes of conflict in customer service scenarios, explore de-escalation techniques, and develop strategies for maintaining a positive demeanour.
- **Week 2: Active Listening & Communication Skills:** Enhance your listening skills to understand customer concerns, practise assertive communication techniques, and learn to build rapport in tense situations.
- **Week 3: De-escalation Strategies:** Master verbal and non-verbal de-escalation methods, explore conflict resolution models, and practise effective problem-solving techniques.

- **Week 4: Advanced Conflict Management:** Learn to handle aggressive behaviour, navigate difficult conversations, and develop strategies for setting boundaries and protecting your well-being.

How will I be assessed?

- **Formative:** Role-playing activities, case studies, group discussions, and self-reflection exercises throughout the course.
- **Summative:** Develop a conflict resolution plan and participate in a simulated customer service scenario, showcasing learned de-escalation and communication skills.

Who is this course for?

This course is designed for anyone working in Hospitality or Retail, including customer service representatives, servers, bartenders, sales associates, and managers. A qualification can be added to this course.

Progression Opportunities:

After completing this course, you could progress to leadership training programs focusing on customer service excellence or explore online resources on conflict resolution specific to your industry. Consider courses in customer service management or emotional intelligence for a well-rounded approach to navigating customer interactions.

Career or Job Enhancement Pathways:

- **Customer Service Manager:** Develop the skills to lead a team and ensure exceptional customer experiences.
- **Sales Manager:** Enhance your ability to handle objections and build rapport with potential clients.
- **Event Planner:** Learn to navigate diverse personalities and manage unforeseen challenges seamlessly.
- **Human Resources Specialist:** Develop valuable conflict resolution skills applicable to a broader HR role.

How do I enrol?

The quickest way to enrol is online at www.oucoursesouthwest.co.uk, simply create an account and select 'Enrol now'. Alternatively, if you have any questions, please call our friendly customer service team on 01752 660713.

How will the course be delivered?

This is a practical course, and the sessions will include tutor-led demonstrations, learner-led group activities, instruction and repetition. These will form part of the delivery together with one-to-one support as required.

Will I need to practise outside the classroom?

You will be encouraged to review your notes between lessons to ensure maximum benefit from your course. It is always useful to practise your skills between sessions. Your tutor may encourage home learning, or independent research.

How will I know I'm making progress?

During the first session, your tutor will discuss your goals and current level in relation to the course. Based on this assessment, you will agree individual targets which you will record in your individual learning plan (ILP). You and your tutor will review your targets regularly to ensure that you are making progress; these will be written in your individual learning plan.

What will I need?

Please bring a notepad, and pen to each session. You may wish to bring a file for any handouts. A laptop with internet access is required for completion of coursework and home learning outside of the classroom.

Please note:

Most courses attract a subsidy from the Education and Skills Funding Agency (ESFA). It is a requirement of the ESFA that you complete various forms at different stages of your course, further information is available on request. Courses are subject to a minimum number of enrolments and could be cancelled if recruitment is low. In some cases, an alternative class at a different location may be offered.

Terms and conditions are available at

<https://www.oucoursesouthwest.co.uk/learner-information/essential-information-for-every-learner>

Room numbers are subject to change - please check when you arrive at the venue.

