



# Knowledge Organiser

Employability Skills – Dealing with Conflict

Year 12

Summer 1

## Common Causes of Conflict

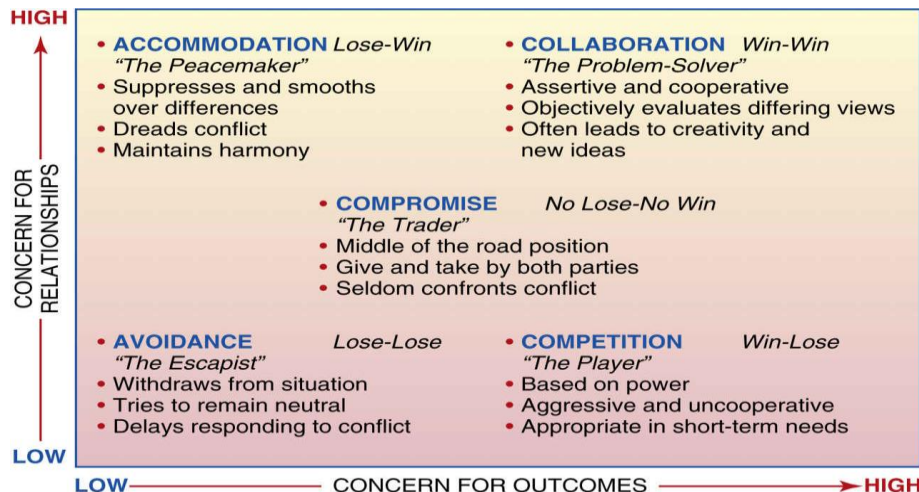
- Poor Management
- Unfair Treatment
- Lack of Equal Opportunities
- Poor communication
- Not enough training
- Bullying/Harassment
- Increase in workload
- Personality Clashes

## Types of Language used in the workplace

- Procedural
- Instructions
- Informal Communication
- Email
- Formal Communication
- Non verbal communication

## Unacceptable Behaviour and Language in the workplace

Unacceptable Behaviour	Unacceptable Language
Bullying	Swearing
Emotional, physical or psychological bullying	Excessive slang
Occupational Violence	Crude or vulgar language
Coercion, harassment and or discrimination	Sexual Language
Aggressive/abusive behaviour	Discriminatory language – race, sexuality, gender or disability
Unreasonable demands and undue persistence	Anything that causes offense
Disruptive behaviour	Don't argue with the interviewer



## (Some) Statutory Rights of Workers in UK

- You must be paid at least the National Minimum Wage
- You must receive a written statement of terms of conditions of employment
- You must receive an itemised payslip
- You must not be discriminated against in the workplace
- You have the right to daily and weekly rest breaks
- Employers have a duty to care for the Health & Safety of employees
- You have the right to paid holiday each year
- You cannot be forced to work more than 48 hours per week (average)