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

HIGH ACCOMMODATION Lose-Win COLLABORATION Win-Win "The Peacemaker" "The Problem-Solver" Suppresses and smooths Assertive and cooperative over differences Objectively evaluates differing views Dreads conflict Often leads to creativity and Maintains harmony new ideas COMPROMISE No Lose-No Win "The Trader" Middle of the road position · Give and take by both parties Seldom confronts conflict AVOIDANCE Lose-Lose Win-Lose COMPETITION "The Escapist" "The Player" Withdraws from situation · Based on power Aggressive and uncooperative Tries to remain neutral · Delays responding to conflict Appropriate in short-term needs LOW LOW CONCERN FOR OUTCOMES ► HIGH

(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)