

A graphic in the top left corner featuring a grid of white puzzle pieces on a light gray background. A diagonal section of these pieces is missing, revealing a solid orange background underneath. Some of the missing pieces are also shown as white shapes floating on the orange background.

HUMAN RESOURCES MASTERCLASS

Conflict Management & Resolution in the Workplace

Friday, 14 November 2025 | Norman Waterhouse



9:00am-9:30am

Registrations

9:30am-11:00am

Informal conflict management

Conflict is inevitable in the workplace. While it can be uncomfortable to deal with conflict, it must be addressed promptly and carefully, to ensure the wellbeing of your team and the smooth operation of your business. Managing conflict appropriately can even bring benefits to your workplace.

In this session, we will use a case study to illustrate how conflict in the workplace can begin and the issues it can cause amongst your team.

We will then examine strategies to identify whether a conflict can or should be managed informally and, if so, the options available for informal conflict management such as discussion, mediation and negotiation.

We will also examine how failing to deal with conflict in an appropriate manner can lead to the problem escalating.

11:00am-11:20am

Morning Tea

11:20am-12:30pm

Informal conflict management

Continued...

12:30pm-1:30pm

Lunch Break

1:30pm-3:30pm

Formal conflict management

It is not always possible to resolve conflict in the workplace in an informal setting. Some conflicts are not suitable for informal management, and other conflicts escalate to formal management if they are unable to be resolved informally.

In this session, our case study will offer participants with the opportunity to practice their skills in undertaking formal conflict management, in line with procedural and legislative obligations.

We will also consider the challenges which arise when a party to the conflict remains in the workplace while a formal management process is underway.

For example, a complainant may feel they are being targeted for having raised a concern, or may cause tension by discussing their concerns amongst the rest of the team. We will use hands on examples to discuss how managers and human resource professionals can manage such issues and maintain harmony within the workplace.

3:30pm-3:45pm

Concluding Remarks

3:45pm-5:00pm

Networking

