

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 in the orange area.

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, you will:

- Lead an informal meeting to discuss performance concerns while navigating through unexpected revelations behind the employee's underperformance.
- Step into the shoes of a mediator to resolve complex interpersonal conflicts.
- Strategically manage an underpayment dispute that escalates to union involvement and results in a claim being filed.

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, you will:

- Step into the shoes of HR as you navigate the legal, emotional, and procedural challenges as issues escalate.
- Participate in hands-on workshops to critique and improve a Performance Improvement Plan and engage in roleplay settlement discussions, exploring negotiation tactics and risk management.
- Experience real-world curveballs when navigating these workplace scenarios requiring you to balance empathy, compliance, and strategic decision-making under pressure.
- Collaborate in group activities to identify risks, debate resolution pathways, and practice best-practice tactics for restoring workplace harmony.

3:30pm-3:45pm

Concluding Remarks

3:45pm-5:00pm

Networking

