



School of English

Miscommunication and Conflict Resolution at Work

In this online CPD course, you will learn essential
communicative strategies.

nottingham.ac.uk/english/cpd



Disagreement
and
conflict



Gender,
(mis)communication
and conflict



Negative reviews,
complaints and
corporate responses



Understanding
miscommunication





Miscommunication and Conflict Resolution at Work

Overview

Giving you 24/7 global access to industry-leading communication training, our online courses, delivered by linguistics academics, connect you to the most up-to-date developments in professional communication. This flexible learning opportunity is perfectly suited to fit around today's busy work schedules, specifically designed to be adapted to your workplace, wherever you are in the world.

In this course, you will learn essential communicative strategies in order to avoid miscommunication and manage conflict. The skills and techniques you will acquire will help you build and maintain good working relationships with other professionals, including your colleagues.

This course will equip you with skills and effective strategies which you can apply to real-life professional interactions, enhancing your overall communicative performance and impact. It is ideal for anyone looking to effectively resolve conflict and miscommunication at work. You will benefit from this course if you wish to learn how to communicate effectively with your colleagues and other professionals to maintain positive professional relationships.

Course Structure

Our online Continuing Professional Development (CPD) courses are designed to run for a total of three weeks, the course is three to four hours per week of study (10 hours of flexible study in total) and hosted on Moodle, our online Virtual Learning Environment.

Entry requirements

There are no formal entry requirements for our online CPD courses. However, you should possess a good command of the English language and be ready to think critically about language and communication.

Teaching

You will be taught using the latest advances in teaching methods and electronic resources. Principal features of our CPD programmes include:

- Flexible study
- Discussion groups
- One-to-one tuition with members of staff
- Teaching informed by active researchers
- Access to a variety of online learning resources

Further study

You can find out more about Masters level study on the postgraduate courses page of the School of English website.

Fees and funding

Information about the fees for our online CPD courses is available at nottingham.ac.uk/english/cpd

School of English

The current CPD offering is provided by Linguistic Profiling for Professionals (LiPP) - our research and business unit based in the School of English.

More information

For more information about learning outcomes including professional, transferable and intellectual skills go to nottingham.ac.uk/english/cpd

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