How to Avoid Miscommunication and Control Conflict at Work

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 used in conflict management and miscommunication. The skills and techniques you will acquire throughout course 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 CPD courses are designed to run for a total of three weeks, which is comprised of three to four hours per week of study (10 hours of flexible study in total).

Teaching
Students are taught using the latest advances in teaching methods and electronic resources. Principal features of our CPD programmes include:

- online discussion groups
- online one-to-one tuition with members of staff
- teaching informed by active researchers
- access to a variety of online resources
- flexible course content

Entry requirements
What makes our CPD courses different is that all our modules are accredited with each counting for 10 credits of a postgraduate qualification. This means you could use these modules to build towards a PGCert, PGDip or even an MA.*

Fees and funding
The fee for this online course is £349.99 with discounts available for previous clients of Linguistic Profiling for Professionals, Alumni of the University of Nottingham and FutureLearn participants.

For more information and a complete list of prices please visit: www.nottingham.ac.uk/lipp/online-cpd-courses

To find out more about this course, follow the link using the QR code below:

Learning Outcomes
Knowledge and understanding:
- you will learn about the different strategies involved in troubleshooting miscommunication and conflict
- you will gain knowledge of different approaches to miscommunication and conflict management with individuals and teams
- you will develop understanding of the role played by workplace culture on generating conflict and miscommunication

Professional and practical skills:
- you will be able to carry out practical tasks to check your developing knowledge and understanding, and evaluate and make use of your course material in your everyday workplace
- you will learn to analyse how you and other professionals speak in workplace contexts
- you will develop the ability to apply communication strategies learned in a variety of professional settings

Transferable skills:
- you will develop the ability to communicate effectively through different media
- you will develop skills to evaluate your own communicative abilities and those of your colleagues, informed by cutting-edge research
- you will gain the ability to demonstrate self-direction in tackling and solving real-life problems

Intellectual skills:
- you will acquire the ability to analyse conflict and miscommunication systematically and effectively
- you will develop the ability to undertake analysis independently and relate this to your own communicative practices
- you will be able to demonstrate the ability to understand the strengths and weaknesses of your own communicative behaviour

How to apply
Follow the QR code to find out more and apply.

Enquiries
For further information please contact:
t: +44 (0)115 74 86360
e: lipp@nottingham.ac.uk
w: www.nottingham.ac.uk/lipp

*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. If you wish to use your CPD course for accredited prior learning for an MA, PGCert or PGDip, please note that entry requirements will apply.

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