

Legal Ombudsman

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# Communication in Dispute Settings

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## Course overview

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| <b>Course title:</b>  | Communication in Dispute Settings   |
| <b>Tuition hours:</b> | 3.5 - 4 hours   |
| <b>Purpose:</b>       | The course has been developed in order for the claims management profession to find out about how parties in conflict communicate and how effective communication is key to successfully resolving customer service complaints. It also aims to explore best practice in internal complaints handling procedures. |
| <b>Cost:</b>          | The course will be free to claims management companies regulated by the claims management regulation unit.  |

## Course details

### 1 Aims and learning outcomes

The aim of this course is to look at communication in conflict or dispute settings. Specifically, how poor communication can fuel mistrust and divide parties. Also how effective communication is key to constructive engagement between parties in dispute.

On completion of the training, you will have gained increased skills and knowledge in conflict resolution.

There will be a mixture of academic literature on effective communication techniques. Case studies will be used to demonstrate how poor written communication can be misinterpreted and the negative consequences of this. There will also be examples of good communication and how this can improve relationships between parties in dispute.

## 2 Who the course is for?

The course is suitable for all members of the claims management profession within the Legal Ombudsman's jurisdiction who would like a more in-depth knowledge of effective communication in dispute settings.

The maximum number of delegates per session will be 30 to ensure the course is as interactive as possible. However minimum course numbers will be set.

## 3 Presenters

Our courses are usually led by a member of our Ombudsman team in partnership with members of our operational staff.

## 4 Methodology

The course is designed to be as interactive as possible, using case studies to illustrate our work where possible.

A course booklet will be provided to all participants.

## How to register

To register for the course please complete the registration form and send to:

Email: [courses@legalombudsman.org.uk](mailto:courses@legalombudsman.org.uk)

Telephone: 0121 245 3472