



for more information call
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 **Preventing and Resolving Personal Conflict**

Managing Conflict

Prevention is always preferable to curing conflict issues. However, there are occasions where personalities clash and conflict needs to be resolved.

Benefits

This course is designed to provide the knowledge to diffuse potentially damaging situations where conflict has not been avoided. Participants will:

- Explore a range of skills and techniques to deal effectively with difficult situations
- Understand how to avoid triggers and indicators of stress and aggression and when it is better to walk away
- Develop a set of appropriate responses when faced with unreasonable or aggressive behaviour

Content

This course is highly interactive with extensive use of role play to test responses and practice techniques to calm excitable people.

There will be an exploration of the DOs and DON'Ts of dealing with aggression and an examination of why disruptive behaviour occurs. This will include an overview of Emotional Intelligence and how it relates to disruptive behaviour.

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