

Handling Conflict – Staff

This practical workshop uses evidence based techniques to give delegates an opportunity to develop and practise strategies for working with difficult or threatening behaviour. This is the premier 'soft skills' course for people working on the front line. It covers the essential skills for defusing and de-escalating conflict, and provides the basis for building a constructive working relationship even under the most trying circumstances.

content

- Difficult and aggressive behaviour: definitions
- The importance of self-monitoring and managing our own emotions
- Identifying 'action points' in any conflict
- Phases of the incident
- Non-verbal communication
- Non-defensive listening
- The 'building blocks' of conflict management
- Developing a range of responses
- Keeping cool at all costs; what to do if we can't
- Techniques for managing aggressive behaviour
- De-escalation, defusing and calming techniques
- Setting boundaries and goals
- Responding when the situation is 'out of control'
- Solution focused negotiation and mediation

objectives

- Understand how and why conflict occurs
- Recognise how our own responses may contribute in disputes
- Develop a range of responses for use with conflict
- Devise a plan for dealing with conflict and verbal aggression
- Practise new skills for defusing anger
- Refresh and enhance existing interpersonal skills
- Reflect on our own need for stress management skills
- Participate in group discussions and exercises