



Conflict Management / Resolution Training

Our Conflict Management Training addresses; types of behaviour, the hierarchy of needs and the way we communicate at times of conflict to seek a resolution. This course will assist learners in dealing with workplace conflict and managing people in difficult situations. It will help learners to utilise their inter personal skills to resolve differences and provide exit strategies should they fail to de-escalate a situation.

This course content has been taught to a variety of sectors by our Trainer including, Private Security, Aviation and the Public Transport sector. It will benefit Managers, Team Leaders, Supervisors or any level of employee who has to deal with conflict in the workplace.

The course can be tailored to meet our clients' needs on request.

Course Content:

The course will cover the following learning outcomes:

- Human Behaviour – the behaviour iceberg and 3 main types of behaviour
- Inter-Personal Skills
- Dealing with Conflict & Difficult People – Resolution and De-escalation
- Positioning when in vulnerable areas – to avoid vulnerability or becoming trapped
- Exit Strategies incl. swapping out staff, escalation

Test of knowledge

This course does not include a test as the learning outcomes will be met through group discussions throughout the course.

On successful completion of this course Learners will be issued with a certificate of attendance.

Duration:

½ day or 1day