

# Conflict Management

## Two Day Course

### Who will benefit

This course is designed for people who deal with 'difficult' people on a 'face-to-face' basis or by telephone.

### Objectives

- Provide tools, strategies and learn techniques to deal with 'difficult' people situations
- Understand how our own behaviour and attitude can influence the behaviour of others
- Recognise tactics and strategies used by others
- Ensure personal safety

### Acknowledge and Understand Conflict

- Understanding the benefits of good conflict management
- Facts and sources of conflict
- Assess yourself and how you manage conflict
- Review typical responses to conflict

### Attitude

- Accept and manage your anger
- Five steps of anger management

### Assertiveness

- Developing a positive and straightforward style
- Conversation skills
- Making and refusing requests
- Avoiding aggression
- Practising saying 'no' clearly and directly
- Building trusting relationships

### Giving and Receiving feedback

- Misperceptions about feedback
- Presenting and documenting feedback

### Strategies That Work

- Win-win conflict resolution

### Body Language

- The first impression
- Appearance
- Non-verbal communication
- Aggressive and submissive body language

### Voice and Manner

- Voice and personality projection
- Adapting your manner to suit the situation
- Understanding different personality types
- Turn negative self-talk to positive affirmation

### Violent Confrontation

- When negotiation breaks down
- Evasive tactics
- Safety advice
- Controlling revenge
- Keeping a controlled appearance
- Effective management of emotions

### Action Plan

- Participants plan and discuss what they will do on return to work

T: 07775 674 146 | E: [info@lynnandrews.co.uk](mailto:info@lynnandrews.co.uk)

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