

Dealing with Conflict

The aim of the course is to help participants develop their resourcefulness, confidence and skills in dealing with conflict and aggression from others.

By the end of the course participants will

- Understand the emotional and psychological roots of anger, and how it affects behaviour
- Know how to remain calm in the face of conflict
- Be aware of their own typical reactions and contributions to conflict situations
- Be able to recognise the triggers and potential for conflict, and know how to avoid it escalating
- Have identified those areas of activity where conflict and aggression are most likely to occur
- Have access to a range of tools and techniques for dealing with angry and aggressive people
- Understand the key principles of mediation, arbitration and conflict resolution.

OUTLINE PROGRAMME

Session 1	Introduction to the training and to one another
	What is conflict and where does it come from?
	Identifying areas of potential conflict in our work or voluntary activity
	What happens when we experience conflict: understanding the fight or flight response
Session 2	Dealing with the causes of the conflict: preventing healthy difference leading to unhealthy aggression
	Managing ourselves in conflict situations
	When to walk away

- Session 3 Managing other people in conflict situations
- Key assertiveness skills for dealing with conflict
- Session 4 Approaches for resolving conflict between groups:
 negotiation, arbitration, mediation and conflict
 resolution
- Personal action planning
- Course review and finish