

CONFLICT MANAGEMENT

INDIVIDUAL EXPERIENCES AND THE IMPORTANCE OF DE-ESCALATION

This training aims to equip individuals with an understanding of foundational concepts of conflict management in a workplace context. The training will explore the importance of understanding individual experiences of conflict, including personal conflict styles and the cognitive emotional experience of conflict. The training will also explore practical strategies to encourage de-escalation and problem-solving, as well as ensuring individuals are able to mentally recover from difficult or challenging situations.

Training Aims:

- To understand key contributing factors to conflict in the workplace.
- To explore and understand conflict styles.
- To increase awareness of the individual emotional experiences.
- To develop skills in de-escalation and communication
- To highlight the importance of mental wellbeing.
- To provide an environment for employees and employers to upskill

Who should attend?

Individuals who want to gain insight into how to effectively manage conflict or difficult situations with clients, customers, patients, or colleagues.

INVESTMENT

\$150 EAP Members

\$175 Non-EAP Members

Registrations close:
5th December 2023

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