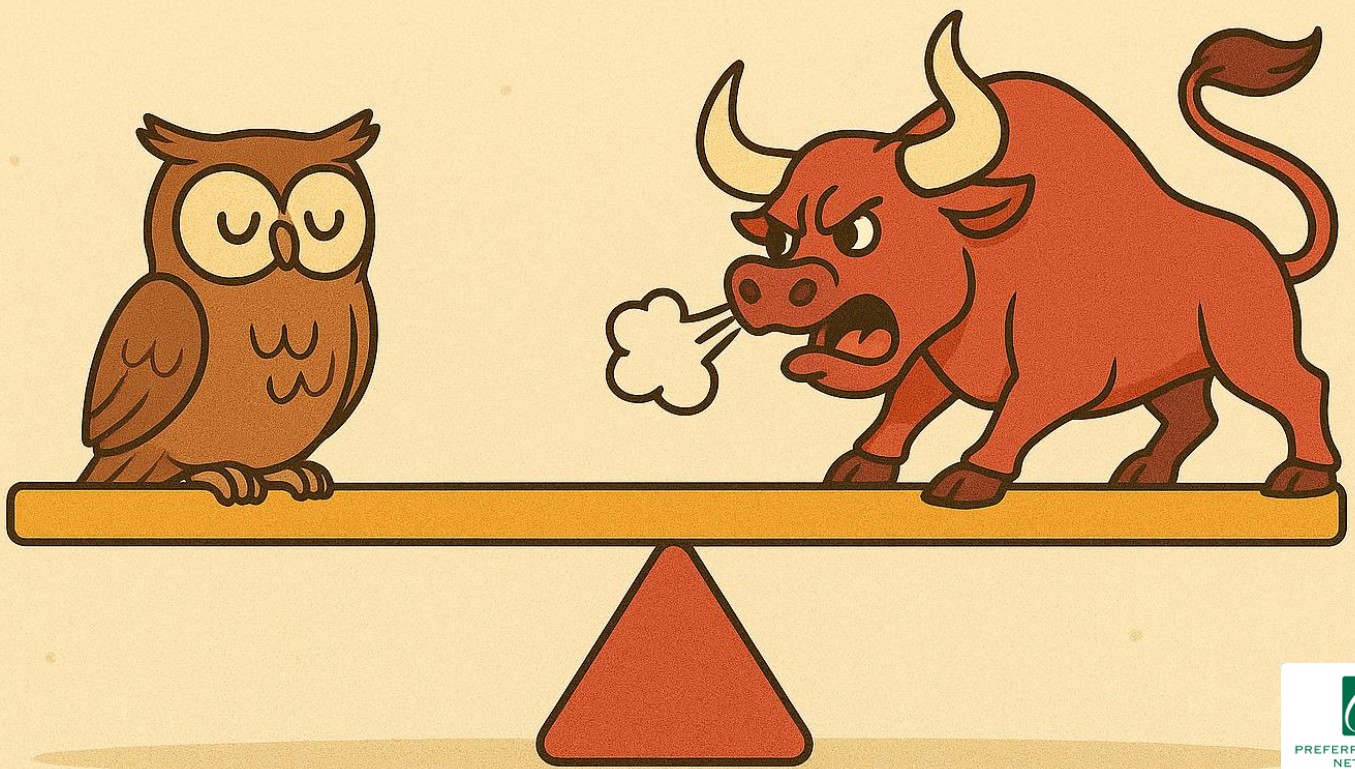




CONFLICT MANAGEMENT

"Peace is not the absence of conflict, but the ability to cope with it." - Mahatma Gandhi

This course gives staff the tools to handle conflict with greater control and professionalism. Participants will explore common triggers, signs of escalation and how to respond to difficult behaviours - including threats, tears, shutdowns and aggression. The course focuses on practical de-escalation strategies such as detached empathy and the careful use of language. It also covers responding to angry emails or calls and letting go of emotionally charged encounters. With a focus on self-awareness and communication techniques, this session helps staff stay calm and maintain safe, respectful workplace relationships.

Key Course Content:

- Identify common conflict triggers and behaviour types.
- Explain why conflict escalates and how to prevent it early.
- Recognise signs of rising tension and apply strategies to defuse it.
- Differentiate between types of anger and discuss their workplace impact.
- Evaluate responses to distress and select de-escalation techniques.
- Use calm, empathetic communication to reduce conflict intensity.
- Critique harmful language and replace it with neutral alternatives.
- Develop a plan to respond professionally and manage personal reactions.



Target Audience:

The course can be tailored for the specific cohort.



Duration:

This course is available as a 1-day course or a truncated ½ -day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisation's.



Group Size:

We recommend a group size of 4-10 people.