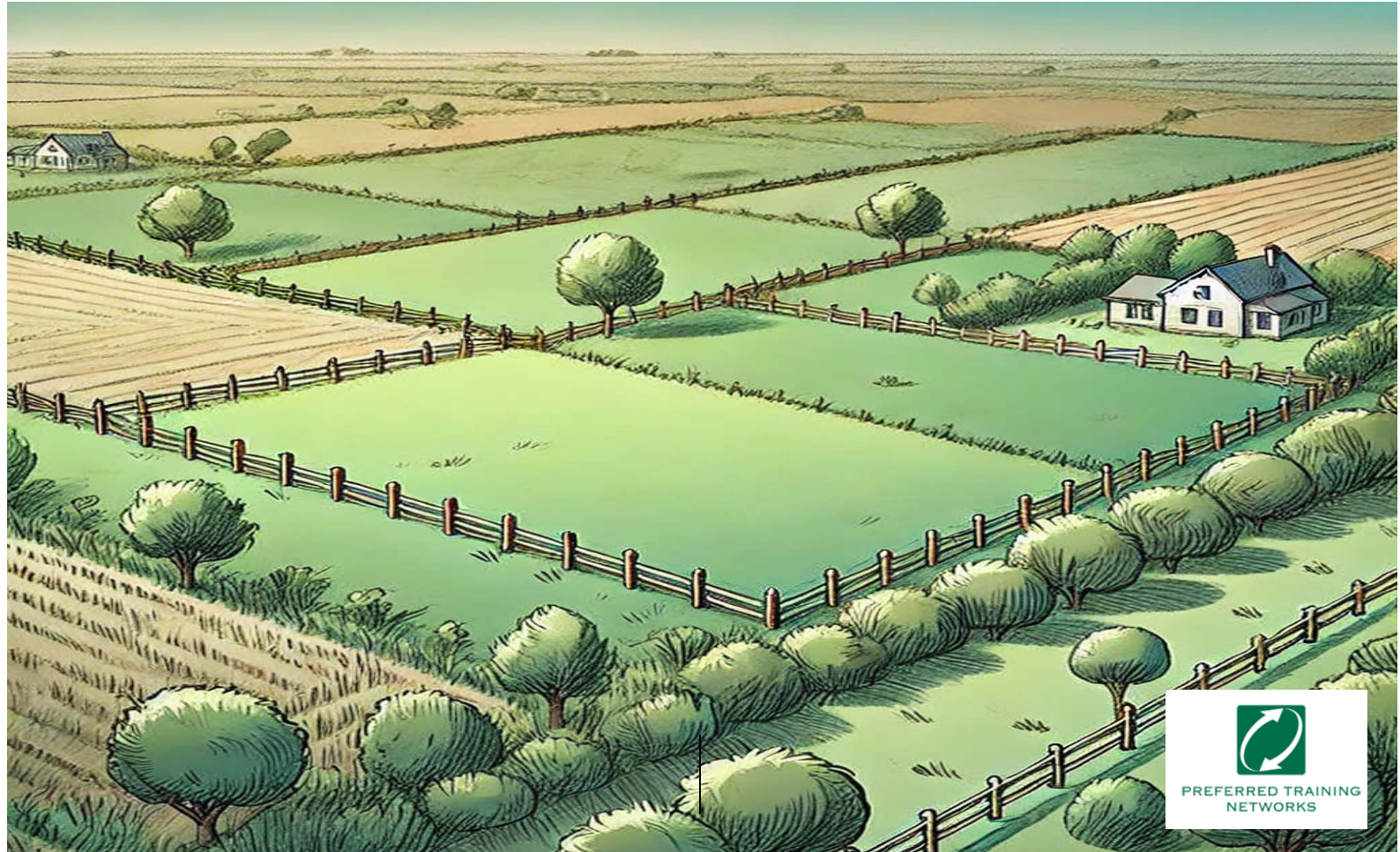




# De-Escalating **Land Disputes**

In a land dispute that's escalating, tensions can rise rapidly, making the outcome uncertain. Imagine having a toolkit of de-escalation techniques specifically designed for handling land disputes. This course will equip you with practical strategies to stay calm, in control and prevent the situation from worsening.

You'll learn tailored techniques to navigate the complexities of land disputes professionally and with confidence. As you apply these skills, you'll become more effective at managing conflicts and ensuring safer, more measured resolutions.

## KEY COURSE CONTENT:

- Fight, Flight & Freeze – understanding your fear response
- Spotting danger signs early
- Picturing your body language gestures (what are you communicating?)
- Exiting a heated land dispute situation (3 things to avoid)
- Listening without judgement to land dispute negotiations
- Asking open ended questions to uncover underlying concerns
- Building rapport with detached empathy techniques
- Avoid trading blame
- Positional bargaining and not being personal
- Eye contact gestures and stance techniques to avoid harm



## Target Audience:

Frontline staff and managers facing conflict.



## Duration:

This course is available as a full-day or a truncated half-day course.



## Delivery:

This course can be delivered both in-person, at your organisation or venue, or virtually. If you like, we can do all the heavy lifting on the technical side. Then, your people simply video/dial in.



## Group Size:

We recommend a group size of 4-10 people.



## Get a Quick Quote:

Let us know if you'd like an obligation free quote.

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