



Managing Difficult Conversations

Introduction

This online workshop is intended to provide delegates with the knowledge and skills to effectively respond to difficult situations and conflict with both service users and colleagues. The focus of the course will be on strategies to correctly assess the situations and reduce the likelihood of escalation through the effective communications techniques.

Please note this is an online course and a joining instructions will be sent to you prior to the course start time . We recommend that all delegates login to the session in plenty of time to avoid any technical delays.

Learning Outcomes

By the end of this sessions delegates will be able to:

- Describe the fight/flight response & emotional responses to threats.
- Explain and give examples of triggers and inhibitors to aggression.
- Observe and assess risk in a situation using a "dynamic risk assessment".
- Describe a simple model of two-way communication.
- List the common types of physical and emotional blocks to communication.
- Explain some considerations for communicating during conflict with people who have learning disabilities or mental health issues.
- Recognise submissive, assertive or aggressive behaviour.
- Demonstrate an effective method of defusing conflict.
- Demonstrate a simple four step conflict resolution model.

Audience	Youth, Sports and Culture, Social, Family and Voluntary Support, Justice and Crime Prevention, Health, Education, Early Years and Childcare, Business Support
Age Ranges	0 - 5 yrs / 5 - 7 yrs / 7 - 11 yrs / 11 - 19 yrs / 19+ yrs
Trainer	Amanda Brand

Start Date	Venue	Times	Event Code
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