

Dealing with Conflict and Aggression

The aim of the course is to help staff 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 their work 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.