

How to Handle Conflict and Confrontation

Learn a positive approach that takes the stress, anxiety and frustration out of dealing with disagreements and conflict.

YOU WILL LEARN

- Find Positive Solutions to Negative Situations
- Use proven methods to keep your cool under fire
- Use techniques to defuse tension
- Apply different approaches for different personality types and situations

COURSE HIGHLIGHTS

1. Understanding how conflict occurs – so you can head it off at the pass
2. Problem-solving techniques for navigating your way through conflict
3. Managing differences between others
4. How assertiveness can help you lead, motivate and persuade others
5. Managing anger – your own and that of others
6. How to handle specific confrontational situations with ease
7. Opening up the lines of communication to minimise conflict
8. Taking care of YOURSELF when conflict takes its toll

DURATION

2 days