

DEFUSING HOSTILITY AND HANDLING CONFLICT

COURSE OUTLINE



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 **Capital**
TRAINING

Defusing Hostility and Handling Conflict

Course Aims

This workshop uses a mix of practical and reflective exercises to build a toolkit for helping to defuse conflict situations in the workplace. Participants will explore how conflict is triggered and how it escalates, identify their own conflict management style, and develop the verbal and non-verbal skills needed to defuse hostility, recognise warning signs, and resolve disputes constructively.

Duration

6 hours (Face to Face or Virtual)

Target Audience

To use a mix of practical and reflective exercises to build a toolkit for helping to defuse conflict situations in the workplace.

Learning Outcomes

By the end of the course, participants will be able to:

- Understand how conflict is triggered
- State the stages of conflict
- Identify your conflict management style
- Know how to manage verbal and non-verbal communication
- Recognise body language which might indicate conflict
- Recognise 'Red Rag phrases'
- Observe conflict handling techniques and discuss their effectiveness in defusing hostility
- Complete an Action Plan to take the learning forward

Course Content

Session 1 - Defusing Hostility Questionnaire

Session 2 - The Stages of Conflict

Session 3 - Latent Conflict

Session 4 - Conflict Emergence

Session 5 - Conflict Escalation

Session 6 - Hurting (Stalemate)

Session 7 - De-escalation / Negotiation

Session 8 - Dispute Settlement