



CONFLICT MANAGEMENT



UNISON Learning
Leicestershire & Rutland

**FREE for members of Leicestershire and
Rutland branches**

**JULY 28TH 2021
1.30PM-4PM
VIRTUAL SESSION VIA ZOOM**

**BENEFICIAL FOR STAFF WHO ARE REQUIRED TO DEAL WITH ANGRY,
AGGRESSIVE OR CHALLENGING PEOPLE THROUGH THE COURSE OF THEIR
WORK**

Apply here

OR EMAIL UNISONLANDRLEARNING@GMAIL.COM



LEARN HOW TO COMMUNICATE EFFECTIVELY AND HOW TO APPLY PRACTICAL STRATEGIES TO DE-ESCALATE AND RESOLVE CONFLICT

- Identify how to effectively plan for managing angry and aggressive people
- Recognise the different stages of conflict escalation
- Utilise strategies to diffuse and calm anxious and aggressive people
- Remain calm and composed to ensure the most positive outcome
- Understand how to appropriately and effectively respond to anger and aggression Interpret body language and be more aware of the signals that you are projecting
- Maintain physical 'safe' distance and demonstrate Positive Defensive Standing (PDS)

THERE ARE ONLY 16 AVAILABLE PLACES ON EACH COURSE SO PLEASE DO NOT APPLY UNLESS YOU ARE ABLE TO COMMIT TO ATTENDING.

ALL APPLICATIONS WILL BE SERVED ON A FIRST-COME FIRST-SERVE BASIS.