

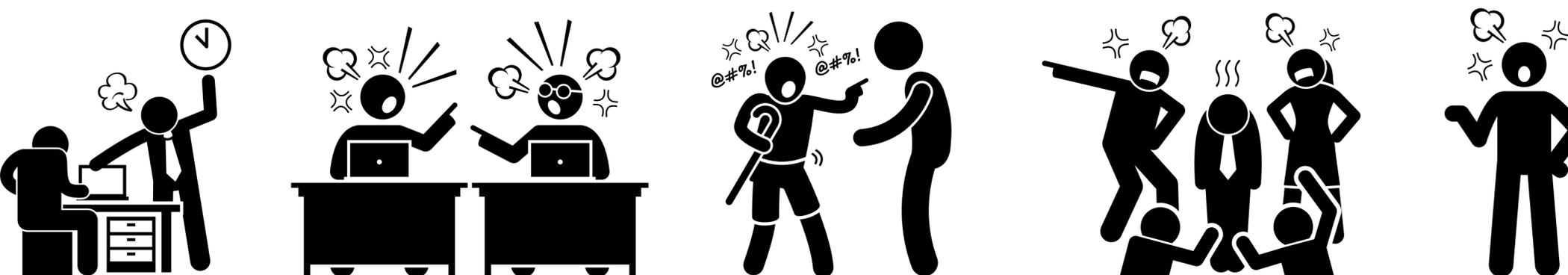
Conflict Management

Free online course for UNISON East Midlands members

22 February 9.30 - 12.30
Via Zoom

Learn how to communicate effectively and apply practical strategies to de-escalate and resolve conflict

- Identify how to 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
- Maintain physical 'safe' distance and demonstrate Positive Defensive Standing (PDS)



For more details and to apply please see:
<https://eastmidlands.unison.org.uk/members>