

CONFLICT MANAGEMENT

8 OCTOBER 2024
10.00AM - 12.30PM VIA ZOOM

For members who may deal with angry, aggressive or challenging people through the course of their work

The course will help you:

Identify how to effectively plan

Maintain physical 'safe distance'

Utilise strategies to diffuse and calm
anxious and aggressive people

Recognise the different stages of
conflict escalation

Interpret body language

Be aware of the signals you project



<https://eastmidlands.unison.org.uk/members>