

# Dealing with Difficult Conversations

Tuesday 3<sup>rd</sup> June 4:00pm - 6:30pm

This course is free to all UNISON Derby & Derbyshire based members

Learn how to communicate and de-escalate challenging conversations

## About

- Understand how to appropriately and effectively respond to anger and aggression
- Identify how to effectively plan for managing angry and aggressive people
- Utilise strategies to diffuse and calm anxious and aggressive people
- Remain calm and composed to ensure the most positive outcome
- Recognise that the way you respond will impact on their response to you
- Interpret body language and be more aware of the signals that you are projecting

Course offered by Jez Brigham at 2Resolve

Course delivered online via Zoom

[Apply Online Here](#)



<https://eastmidlands.unison.org.uk/unison-derbyshire-learning/>

[For support with your booking contact: unisonderbyshirelearning@gmail.com](mailto:unisonderbyshirelearning@gmail.com)

