

The background of the entire page is a photograph of two women sitting at a table, looking at a document together. A large, semi-transparent white speech bubble is overlaid on the image, containing the main text. The speech bubble has a tail pointing towards the top right.

**NAVIGATE  
CONFLICT  
WITH  
CONFIDENCE**

**ONE DAY TRAINING**

Knowledge and skills to manage yourself and your conversations with confidence.



## WHO SHOULD ATTEND?

Line managers, supervisors, HR professionals, employees, business owners, local authority staff and volunteers, teachers, parents and those working with families.

Anyone who wants to have confident conversations and connect with others.

## TRAINING OVERVIEW

This one-day training enhances learners' self-awareness and conflict skills, boosting their confidence in handling both challenging and everyday conversations.

Participants will delve into key conflict concepts, including transactional analysis theory, gaining insights into their interactions with others.

They will learn a simple framework to manage potential conflicts and acquire essential skills used by Mediators to enhance their conversational abilities.

## LEARNING OBJECTIVES

Following the training attendees will be able to;



Recognise personal responses to conflict and describe how these influence behaviour in difficult situations.



Explain and apply a practical resolution framework to guide informal conversations.



Practice and demonstrate some core communication skills.



Reflect and evaluate how informal approaches to conflict resolution may be used in context.

## EXPERT TRAINERS

All training is delivered by a qualified and active Mediator who will model key skills and draw on real life experience to provide context and aid learning.

## COURSE OUTLINE...

### DAY 1 (AM)

- Understanding conflict
- Understanding individual frame of reference and how it influences conflict
- The Drama Triangle and the roles we play in conflict
- Active listening
- Managing emotions
- Non-violent communication and reframing

### PM

- Conflict management styles
- Key attributes of conflict
- Action plan
- Helpful language
- Introduction to a practical resolution framework

## FORMAT

This training is delivered over one full day.

Open access training is delivered online via zoom.

In-house training may be delivered online via zoom or Teams. Face to face training may be delivered across the UK at the clients venue.

To support a productive learning environment we request a minimum of 4 and a maximum of 16 learners.

Please contact us to discuss your needs and request a quote.

Each learner will receive an interactive workbook. Training is designed for maximum engagement.



Please get in touch for an informal chat...



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