

A photograph of three people sitting around a wooden table in a meeting. A woman in the center is laughing, looking towards a man on the right who is also smiling and looking at his laptop. A third person is partially visible on the left. The background is a blurred office setting with a chalkboard.

**NAVIGATING
CONFLICT
WITH
CONFIDENCE**

TWO DAY TRAINING

The knowledge and skills to recognise, approach and respond to conflict situations constructively and 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 two-day training equips learners with a practical resolution framework and core strategies for responding to conflict in real time.

Learners will build confidence in their personal approach to tension, while gaining insight into how their responses may shape relational dynamics.

Through hands-on techniques drawn from mediation practice, learners will be empowered to guide others toward constructive dialogue, reducing reliance on formal procedures and minimising unnecessary stress.

LEARNING OBJECTIVES

Following the training attendees will be able to;



Understand the strengths and limitations of Mediation skills and other approaches to conflict resolution



Explain the role of impartiality and other key characteristics in conflict resolution.



Demonstrate the use of a range of Mediation skills constructively



Identify and explain key concepts associated with conflict.



Evaluate how Mediation skills may be applied in their setting effectively

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

- Understanding conflict
- Key principles of conflict resolution
- Introduction to a conflict resolution framework
- Active listening
- Bias and impartiality
- Non-violent communication and reframing
- Bringing up and talking through issues

DAY 2

- Managing a conversation
- Challenging unhelpful behaviours
- Skills and strategies used by Mediators - including assertiveness techniques and questioning styles
- Practical application of a resolution process
- Understanding conflict management styles

FORMAT

This training is delivered over two consecutive days.

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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