

MANAGING CONFLICT

Managing Conflict - Achieving co-operation on the street

Alternative titles

Due to the content of this masterclass the following titles can be used to suit the audience it is being delivered to.

- Getting the job done with challenging customers
- Dealing with difficult customers
- Dealing with challenging behaviours
- Keeping yourself and others safe in challenging situations
- Managing aggravation on the street

Session Aims

This course will introduce the process of effective conflict management and give participants the knowledge and skills to identify and minimise risk.

Session Objectives

- Define what conflict is
- State the behaviours that can contribute to situations of conflict
- Identify effective communication skills, verbal and non verbal
- Identify strategies effective in avoiding and defusing conflict situations

Who would benefit from attending this masterclass?

This training is suitable for all front line staff dealing with the general public and is particularly useful for those working within an enforcement environment

Course duration

A one day session

Comprehensive delegate pack and lunch included.

This course can be run in-house, or the hosting can be shared between local authorities to keep costs down.

Discounts are available for Expert and Exemplar Network Members. For a quote or for more information, please contact us by emailing training@keepbritaintidy.org or call us on 01942 612 655.