

learning
equals
development

EQV Course Outline



- Managing Conflict – Performance Booster
- 2 Hours

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Managing Conflict – Performance Booster (2 Hours)

Business Benefit

- It is an unfortunate fact that in today's society more and more people are exposed to conflict and the risk of violence in the workplace. Employees who have to deal with the public in high stress situations may find themselves faced with anger, aggression and the possibility of physical or verbal violence. This session is aimed at giving an insight into the skills needed to diffuse anger and manage conflict.

Who Should Attend?

- Those who have to deal with people in situations where conflict can arise.

Learning Objectives

By the end of this course you will be able to...

- Define conflict and understand what causes it
- Recognise anger and state the three common 'Releases of Anger'
- Demonstrate a proven method for diffusing anger
- Create a personal action plan for managing conflict

Course Content

- What is conflict and what causes it?
- The physical effects of anger and stress.
- The 'Three Releases of Anger'.
- The Anger Diffusion Model.
- Personal Implementation Plans.

You may also be interested in

Assertiveness
Effective Communication
Customer Service
Stress Management

Dates: **Dates to suit you...**
Please contact EQV

Price: **£POA**
per person

The EQV Promise

We ensure that our courses are well received and are delivered by trainers that have actual commercial competency in their chosen subject.

Not only is this essential for our accreditation purposes but it ensures that the trainers will be able to include relevant experiences they themselves have learnt from. This generates appropriate engagement and empathy in the training environment.

When the course is completed we will report back to you about how the training has been received and can indeed evaluate the training right from start to finish after the skills transfer period. This information can come from your account manager who is your main point of contact at all times.

The EQV Experience

Our training courses take the attendee on a journey of learning and development. Throughout the course everyone is engaged in a stimulating and participative way.

Our courses are designed to encompass many different kind of learning activities making sure they appeal to different natural styles of learning that individuals have.

Activities may include a selection of syndicate work, discussion, pair work, case studies, games, role play, quizzes and presentations.

During the event an individual works on their own implementation plan so that they have a clear plan of how they are going to support their own skills transfer back in the workplace. Whilst it is important for the attendees to enjoy the workshop we want to ensure they apply as much as possible back in the workplace.

Our Training Centre

Set in the heart of beautiful rolling Leicestershire countryside, our idyllic training facilities not only provide attendees with the perfect environment to concentrate on their individual learning experience but also provide the practicality of ample parking and fully designed and equipped training rooms.

You will be greeted upon arrival by our training coordinator who is your point of contact throughout the day should have any specific queries.

A delicious buffet lunch is provided, catering for a variety of dietary needs.

