



# Conflict Resolution on the Phones

## Refresher Training



As from April 2008 Health Care Services are enabling staff who have completed their initial conflict resolution training to attend a half-day **conflict resolution refresher course**, in line with the National Syllabus.

This course had been designed specifically for those people whose work is predominantly on the phone with both internal and external customers. The use of **telephone coaching equipment** reinforces learning through practise, repetition, feedback and reflection.

The aim of this training is:

- ✓ To refresh and consolidate prior learning and experience regarding conflict resolution
- ✓ To give the opportunity to explore additional knowledge and skills that could assist during a conflict situation

At the end of the training course participants will have:

- Understood the causes of anger and aggression
- Identified the importance of careful choice of words and tone
- Appreciated trigger words and phrases using timing effectively
- Kept the caller on track
- Practised new skills to defuse aggression
- Stayed calm and in control

Member of:

