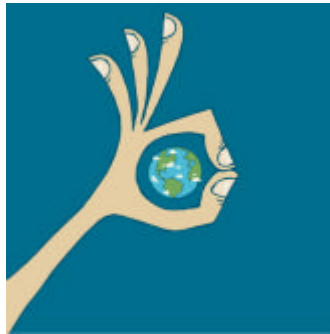




Conflict Resolution Refresher Training



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.

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:

- Examined their current level of knowledge regarding conflict resolution
- Revisited impact factors and warning and danger signs
- Explored the tools available that can assist in the resolution of a conflict
- Considered the impact of body language and choice of words during an incident
- Recognised and understood the stages of a conflict situation as it may occur

Member of:

