



## **Conflict Management training**

### **Why is it important to manage conflict?**

When you're dealing with unhappy customers, clients or patrons, conflict situations can arise so quickly and easily. Making sure customer-facing staff have the training to manage conflict is essential to de-escalate undesirable situations and prevent them getting out of hand.

### **Give your staff the training they need**

C4 has been delivering customised Conflict Management training for more than 15 years. Our instructors all have extensive professional backgrounds in this field which enable them to give your staff the tools and knowledge they need to manage conflict effectively.

### **About this course**

The C4 Conflict Management course is suitable for anyone who has a customer-facing role, or who deals with service-users and members of the public. It is designed to prepare staff to manage conflict situations in a safe and professional manner and equips them with techniques that will allow them to recognise, avoid, de-escalate and, if necessary, have some control over escalating situations whilst still being customer-focused. Providing your staff with an awareness of what the triggers and signs are, and how to manage these situations, provides better outcomes for everyone involved.

Conflict Management training also supports your organisation's Health and Safety compliance requirements by protecting the safety of staff while allowing them to feel more confident in being able to deal with situations when they arise.

## What does this training include?

C4 Conflict Management course covers:

- The causes of challenging behaviour within different settings
- Behavioural analysis
- Situational awareness
- Proactive strategies for reducing negative behaviours
- De-escalation and disengagement strategies for managing a situation once it has escalated
- Dynamic risk assessment principles to help staff recognise the appropriate course of action
- Managing an agitated person
- Reinforcement of company policies
- Risk assessment and being proactive in recognising flashpoints
- Recognising triggers and inhibitors
- Identifying signs of escalation
- Understanding how people respond to threats
- The role of communication, listening skills and empathy in de-escalation
- Putting appropriate organisational procedures in place

Each course is custom designed to meet the needs of your organisation. When planning each course, our staff will contact you to determine your organisational needs and embed these within the programme. These are corporate courses only and for safety reasons there is a maximum of 16 participants per class.

**Delivery:** Classroom based – courses run nationally

**Duration:** Half day and full day courses available

**Price:** Half day: \$950 (excl GST)

Full day: \$1800 (excl GST)



For further information or to schedule a course please contact us on [admin@c4group.co.nz](mailto:admin@c4group.co.nz) or call us on 09 6367339