

How to deal with Conflict & Aggression

'Surviving on the frontline' - Training skills for personal safety'

This one day course will equip participants with the necessary skills and knowledge to anticipate and deal with difficult situations and people; to build confidence; to use assertiveness skills when it is appropriate to do so; to deal safely with people who may be under pressure themselves; to identify potential risks when working alone; to recognise danger signs and cope accordingly; to become competent in all areas relating to personal safety.

Aimed at:

All staff within the organisation

- Course Location:** On-Site at your premises
- Course Duration:** 1 Full Day 10am-4.30pm (date to suit you)
- No. of Delegates:** 12 delegates max

About the tutor - Elizabeth Daggart is an experienced counsellor and trainer, a Founder of the Association for Rational Emotive Behaviour Therapists and is a Fellow of the Institute of Personnel Development. Her wide range of qualifications include registration as a UKCP Registered Psychotherapist, BABCP Accredited Cognitive Behaviour Therapist and Member for the British Association for Counselling. Elizabeth's publications include: "Understanding Trauma - Essential Skills for Working with Emotional Shock", "How to Survive Post Traumatic Shock" and she is currently in the progress of writing "Preventing Workplace Bullying".

Outcomes:

- Caring for others while caring for yourself (personal safety)
- Recognising and avoiding potentially dangerous situations
- Understanding responses to aggression - defusing anger, gaining trust
- Minimising anxiety and aggression - reducing your own stress
- Best communication skills: confidence building and assertiveness
- Practical coping strategies - techniques for protecting yourself
- Recognising signs of danger - how fear protects
- Course scenarios

Course Programme

10am	Introductions and outline of course
11.00am	The 'Cycle of Anger' - how to recognise the danger signals
12.30pm	Calming people down - do we help or hinder? - Behaviour Circles
<i>LUNCH</i>	
1.30pm	Taking control - staying safe - The "Response" Gap
2.00pm	A checklist for survival - (group exercise)
2.30pm	Practical input: scenarios
3.30pm	Presentations and action plans - feedback session
4.30pm	General summary and review.

Delegates Receive:

Certificate of Training
Course Notes
Course Materials

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