

Dealing with Confrontational People:

Essential Skills for Managing Conflict.

Synopsis

It's understandable that the 21st century has been coined the 'Age of Rage'. With ongoing pressures in work, social, financial and our personal lives, learning how to manage confrontational people is an essential skill. By teaching the skills of effective listening and responding, participants will learn how to neutralise anger for mutual benefit. Specifically, participants will learn:

- How to notice their own emotions in a confrontational environment.
- How Council Values can guide their behaviour during a confrontation.
- How to maintain professionalism and to stay calm when emotions run high.
- How to develop empathy to better understand the aggressor.
- How the brain responds to confrontation and how to best communicate during conflict.
- Why people get angry and how to better understand them during a confrontation.
- Specific language responses which ease conflict and take the 'heat' out of a confrontation.

How is it Relevant?

According to WorkSafe QLD learning how to deal with aggressive and confrontational people addresses Council's legal responsibility and **primary duty of care** in the Work Health and Safety Act 2011 to give workers information, training, instruction or supervision needed for workplace safety.

Course Content

- Delivery:** Inhouse /Virtual
- Structure:** Workshop/Interactive
- Time:** Full (6 hour) or Half Day (3 Hour) options
- Class Size:** Max 20
- Cost:** On request

Who should Attend?

All employees have the opportunity to learn new skills to deal with confrontational people. Specifically, employees who work in the 'coal-face' of customer service i.e. customer service representatives, local laws officers, compliance officers, library staff, waste transfer workers, environmental workers etc will gain essential skills for job confidence and proficiency with this course.

About the Trainer

David Contarini is a dynamic and accomplished facilitator. David's career started from humble beginnings as a physical education teacher to delivering engaging content in the leadership, events, sports management, road safety education & health and wellness sectors. David holds a master's degree in management and Diplomas in Teaching and Events Management. David is Founder and Head Counsellor of Better Man Counselling – a private counselling practice for men in Brisbane.

