

Dealing with Confrontational People

Essential skills for managing conflict

About the Course

It's understandable that the 21st century has been coined the 'Age of Rage'. With ongoing pressures in work, social, financial and 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.

Course Topics

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 Details

Delivery:	Inhouse or virtual delivery
Mode	Interactive workshop
Time:	Full (6 hours) or Half Day (3 hours)
Class Size:	20 max
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 law 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, and health and wellness sectors.



David holds a Master's degree in Management and Diplomas in Teaching and Events Management and is also a qualified Counsellor.