

This one-day course is for people who design and deliver engagement programs where there is either the potential for or active conflict. Learn engagement strategies to manage or mitigate conflict.

**“I was able to apply a lot of the content practically to current work situations.”**

Course participants

# Conflict and Engagement



## Overview

What creates conflict and outrage can be less about the technical elements of your project and more to do with a series of scientifically validated triggers that you can assess and build engagement strategies to either prevent or manage.

This course explores when and how to move from your typical engagement strategies to conflict reduction strategies. It will also explore the organisational barriers to dealing with conflict in a way that works for people.

The course draws on content from risk communication specialist, Peter Sandman and over 20 years of experience working across a broad range of diverse community views.

## Learning Outcomes

- Understanding the 12 non-technical triggers for emotion and outrage
- Assess your project risk using these non-technical triggers
- Learn engagement approaches that either mitigate or manage high emotion situations
- Understand when to stop traditional engagement
- Explore organisational readiness to engage where there might be conflict.

## Participants

- C-Level Executives
- Stakeholder and Community Managers
- Stakeholder and Community Engagement Officers
- Change Managers
- Project Coordinators
- Project Managers
- Strategic Communications Managers
- Communications Officers
- Elected Officials

Your Trainer  
**Joel Levin**



When will you have your next Aha! moment?

### Duration

Full day

### Delivery Modes

To maximise learning outcomes, delivery modes are not mixed:

1. In person face-to-face
2. Live in online classroom

### Course Option

Collaborative training (public) or in-house training (at your organisation)

### Upcoming Dates

Please contact us at [admin@ahaconsulting.net.au](mailto:admin@ahaconsulting.net.au) for further information and to express your interest

## Booking + Information

For more information or inquiries about in-house training email [admin@ahaconsulting.net.au](mailto:admin@ahaconsulting.net.au) or phone (+618) 9443 9474