

This course one day course will help engagement practitioners understand the factors that contribute to conflict situations, how to identify triggers and how to respond effectively.

Facing Conflict



Your Trainer
Joel Levin

Aim

The aim of the course is to build on an individual engagement practitioner's capability to work with conflict in engagement processes, including recognising people's behaviours, developing personal practitioner skills and using appropriate facilitation tools.

The three areas of focus are:

- Recognising people's behaviours and emotions and why they occur in conflict situations.
- Developing individual skills and abilities to manage the participant's own responses in conflict situations and fulfil the practitioner's role.
- Using tools and/or strategies to facilitate engagement processes where conflict is present.

Objectives

- Identify the sources of conflict
- Understand and recognise how conflict appears and the factors that contribute to conflict in engagement
- Recognise the impact conflict has on engagement processes
- Understand your own role in conflict, manage your own behaviour and build personal resilience.

Benefits

- This course provides you with an opportunity to explore your engagement learning journey and build on your professional development.
- It will also develop your knowledge of the principles and guidelines associated with facing conflict in engagement and how to work with the core models of engagement and how they can assist you in the practice of engagement

Complete the IAP2 Australasia Certificate in Engagement

There are 3 pathways to the IAP2 Certificate of Engagement with Aha! Consulting:

- 1 **Essentials** + **Methods** + **Design**
- 2 **Essentials** + **Methods** + **Evaluation** + **Conflict**
- 3 **Essentials** + **Design** + **Evaluation** + **Conflict**

When will you have your next Aha! moment?

Delivery Modes

To maximise learning outcomes, delivery modes are not mixed:

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

Course Options

All courses receive an IAP2 certificate and can be completed with Aha! Consulting through:

1. In-house training (at your organisation)
2. Collaborative training (where you join other Aha! Consulting clients)

Booking + Information

For more information or to make a booking contact:
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PRE-REQUISITE: Essentials of Engagement

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