

EXECUTIVE
SERVICES



CONFLICT MANAGEMENT TRAINING INTRODUCTION

Verbal and non-verbal communication, dynamic threat assessment,
directing conflict situations

THE GOAL OF THE TRAINING

- To improve the skills to manage conflict situations in the workplace, with customers, service users and the public.



THIS PROGRAM IS RECOMMENDED TO

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FOLLOWING OCCUPATIONS

- Security services
- Customer services
- Cashiers
- Controllers / conductors
- Catering and trade
- Home guards
- Public safety
- Parking attendant

WHY IS MANAGING CONFLICT IMPORTANT?

Effective communication skills and conflict management techniques can significantly reduce incidence of workplace violence.

BY THE END OF THE TRAINING
PARTICIPANTS WILL BE ABLE TO

- Use verbal and non-verbal communication techniques in conflict situations.
- Know the way in which people respond to anger and frustration.
- How to assess and reduce the risk of conflict.
- How to communicate effectively and reduce the risk of conflict in high risk situations.
- What to do in the aftermath of an incident

TRAINING DELIVERY METHOD

Scenario-based training, with common real-life examples, and active involvement of participants. This enhances their conflict management skills best in practice.

TOPICS

- Preventing conflict
- Common flashpoints
- Proactive service delivery
- Typical procedures
- Dynamic threat assessment
- Dealing with potential violent situations
- Communication
- Blocks to communication
- Types of behaviour
- Active listening
- Diffusing high risk situations
- Responding to threat
- Options for conflict resolution
- Post incident considerations

TRAINING PROGRAMS

- **Basic training:**
 - 1 day (6 hours)
 - It is possible to divide the full day training into 2 or 3 smaller periods, if the full day training is not suitable for the clients.
- **Advance training:**
 - 2 days
 - The advanced training program aims a higher level of understanding, and skills of conflict management.

CONTACT

- Ask for our individual offer and order our conflict management training program via the following contact details.
- info@executiveservices.hu
- Mobil: +3630 / 289 6030
- www.executiveservices.hu

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THANK YOU FOR YOUR TRUST!

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