*"**Think** differently, **Act** confidently, **Be** the best version of yourself".*

T-A-B Think Act Be
Training Solutions

Conflict Management



1 day | Virtual or face-to-face | Contribution to CPD hours | Bespoke to organisation

COURSE BENEFITS

- Strengthened relationships and team dynamics.
- Increased performance, productivity and motivation.
- Enhanced problem-solving abilities
- Reduced stress, absenteeism, presenteeism

Course Overview

- Risks and concerns
- Health & Safety at Work Act 1974 - Workplace violence/aggression
- Equality Act 2010 and associated laws.
- The aggression cycle - threat assessment
- Communication and body language
- Prioritising safety whilst delivering a high- quality service

What's Covered?

- **De-escalate challenging and emotive situations**
- **Provide support to persons managing mental health issues**
- **Empower your staff to manage conflict at work.**
- **Improve employee engagement, retention and productivity at work.**



Bespoke to YOU

Engage, Motivate, Empower

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