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# Dealing with Workplace Conflict

(10694)



## COURSE DESCRIPTION

This course has been designed to provide you with an understanding of how to deal with and de-escalate conflict.



## Learning Outcome

This course will provide an understanding of how to:

- drivers and influences that can lead to and escalate conflict
- the human body's reaction when faced with conflict
- key signs of increasing tension in individuals
- how to assess threat and risk using a logical threat and risk assessment model
- some aspects of the law in relation to conflict
- how to formulate strategies to minimise personal risk in conflict situations, and
- practical techniques to de-escalate and avoid conflict.



## Course Features

- Adaptics - Kineo's unique approach to refresher training
- professional audio
- animation and interactivity
- WCAG 2.0 accessibility
- mobile compatibility
- formative assessments, and
- a certificate of completion.



## Audience and Duration

This course has been designed to provide training for all staff in Australian organisations.

Duration: 40 minutes

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