
LEVEL 3 COURSE

WORKING WITH CONFLICT & HIGH EMOTION

This course focuses on de-escalating and shifting conflict and high emotion to constructive participation, where forward momentum and resolution is possible.

You will learn:

- Assess the state of conflict and emotion in the P2/engagement process and identify how to address it to create productive and constructive approaches
- Work with the stages of conflict escalation and apply de-escalation concepts
- Apply a variety of strategies to transform conflict in P2/engagement practice
- Identify the impact of high emotion and how to work with it effectively to reduce the intensity of high arousal and bring people together
- Uncover the principles and approaches for deliberation in high stakes situations, and practice a deliberative forum
- Identify how to reduce conflict in situations of misinformation and duelling facts
- Apply the principles of storytelling to increase understanding and reduce conflict
- Learn from mistakes and understand the role of failure in P2/engagement processes
- Identify and apply how to model integrity and behaviours that de-escalate conflict

BRAVELYLEAD.COM

- Offered online in 4 virtual workshops of 4 hours each
- Offered in person on request
- Pre-requisite: IAP2 Fundamentals or IAP2 Way in Challenging Contexts or IAP2 Foundations Planning plus full viewing the transition video

