
LEVEL 1 COURSE

UNDERSTANDING CONFLICT IN P2/ENGAGEMENT

Understanding Conflict in P2/Engagement will help you understand, and more effectively manage, conflict dynamics.

You will learn:

- Explore a range of approaches for responding to difficult situations and challenging behaviours while building trust and credibility
 - Explore five dimensions of engagement conflict and tools to anticipate and/or mitigate factors that might give rise to conflict
 - Understand the sources, types and factors that contribute to conflict in P2/engagement and the impact they may have on the process
 - Understand the role of power and influence in engagement practice
 - Understand and identify the cycle of escalation and the behaviours, attitudes and actions that are evident as conflict increases
 - Contribute to and/or apply strategies to de-escalate challenging situations
 - Identify how to build effective relationships and partnerships through empathy, active listening, respect and trust
- Consider the role of integrity and ethics and how that is upheld in the process

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- Offered online in 2 virtual workshops of 3.5 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

