

Facing Conflict

Information Sheet



Do you face conflict during your engagement process?

Do you understand why conflict may occur?

Do you need help in dealing with conflict?

Community and stakeholder responses during an engagement process often involve individuals and/or groups that have strong ideas and opinions, and they are not afraid to show it and let you know.

The Facing Conflict course will help engagement practitioners understand the factors that contribute to conflict situations, how to identify triggers and how to respond effectively.

To enrol in this course, you must have completed Essentials of Engagement training as the pre-requisite course to others in the curriculum.

**Earn 6
CPD points
for this
course.**

Course Aim

To apply a process for data collection and storage, processing and analysis to include in an evaluation report for an engagement purpose or process.

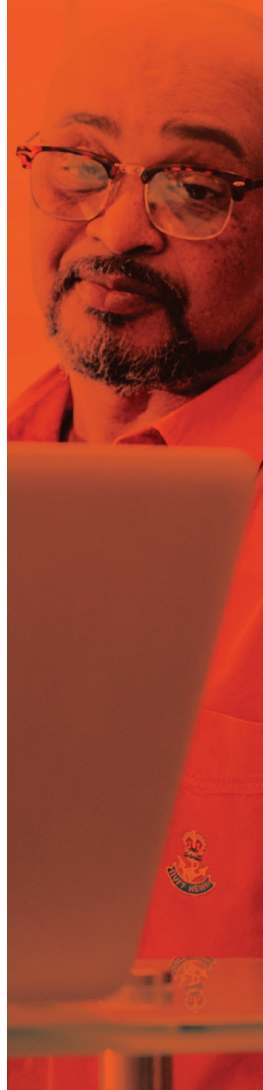


Course Objectives

The aim of the course is to build on an individual engagement practitioner's capability to work with conflict in engagement processes, including recognising people's behaviours, developing personal practitioner skills and using appropriate facilitation tools.

The three areas of focus are:

1. Recognising people's behaviours and emotions and why they occur in conflict situations.
2. Developing individual skills and abilities to manage the participant's own responses in conflict situations and fulfil the practitioner's role.
3. Using tools and/or strategies to facilitate engagement processes where conflict is present.



Learning Outcomes

- Define conflict and identify its triggers
- Explain people's responses to conflict situations and what may be underlying behaviour
- Describe the engagement practitioner's role in conflict situations
- Better understand your own responses to conflict and how to stay resourceful in the face of conflict.



Course Content

- What is conflict?
- The role of the practitioner in conflict
- Tools for reframing and deeper listening
- Different faces of conflict
- Factors that contribute to conflict in engagement (Condiffe, 2016)
- Having tough conversations
- Methods for recognising conflict signals
- Tools to enhance your resilience.

Benefits

- Develop your knowledge of the principles and guidelines associated with facing conflict in engagement
- How to work with the core models of engagement and how they can assist you in the practice of engagement when facing conflict
- Access to and can ask questions from IAP2A's experienced trainers, who are also highly experienced engagement practitioners.
- The opportunity to develop and/or enhance your own professional network.

Who Should do this Training?

- This course is suitable for engagement practitioners with two or more years' experience in engagement or those new to engagement whose role is working in high conflict environments
- If you wish to obtain a professional qualification by completing the IAP2 Australasia Certificate in Engagement.

