

# Manage Conflict and High Emotion

Information Sheet



**Are you often exposed to situations that involve conflict, high emotion and outrage?**

**Do you need to learn tools and techniques to deal with these situations?**

**Do you want to turn these negative experiences into positive outcomes?**

Earn 6  
CPD points  
for this  
course.

The Managing Conflict and High Emotion will assist engagement practitioners to de-escalate conflict, high emotion and outrage situations and develop them into constructive participation.

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

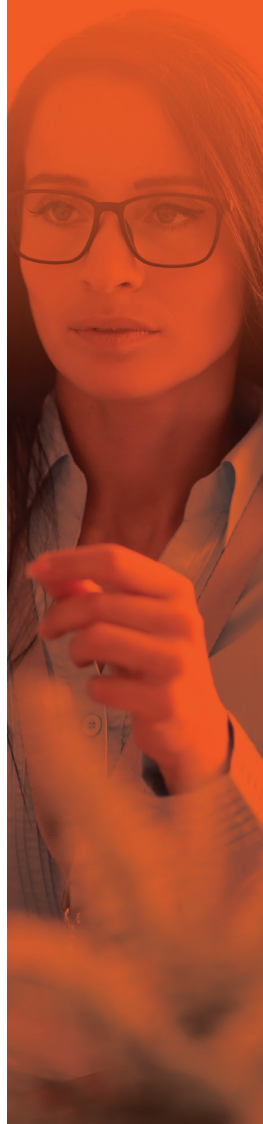
## Course Aim

The aim of the course is to enhance your ability to plan for and implement strategies to manage situations of high emotion and outrage in engagement.



## Course Objectives

- Identify the sources of conflict
- Understand and recognise how conflict appears and the factors that contribute to conflict in engagement
- Recognise the impact conflict has on engagement processes
- Understand your own role in conflict, manage your own behaviour and build personal resilience.



## Learning Outcomes

- Effectively plan for and implement strategies to manage conflict, high emotion, opposition and outrage in your engagement practice
- Understand and recognise how to de-escalate and shift situations involving conflict, high emotion and outrage to constructive participation where forward momentum and resolution is possible.



## Course Content

- Understanding conflict, high emotion and outrage
- Leadership through conflict
- Authenticity through conflict
- Transparency, collaboration and responsiveness.

## Benefits

- The Managing Conflict and High Emotion will develop your knowledge of the principles and guidelines associated with managing conflict and high emotion in your engagement practice
- How to apply new behaviours and strategies when planning and implementing your engagement projects
- 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
- Those new to engagement whose role is working in high conflict and high emotion environments
- If you wish to obtain a professional qualification by completing the IAP2 Australasia Certificate in Engagement.

