

Conflict Resolution/Dealing with Difficult Situations

Date and Venue:
Friday 18th November 2016
Alverton Hotel, Truro

Course Organiser:
Carrie Bradburn, Dental Postgraduate Tutor

Course Lecturers:
Carol Brooking
Kit Maher
Cascade

PROGRAMME

- 09.00** **Registration / Tea / Coffee**
- 09.30** Active and passive conflict
- 10.45** **Tea/Coffee**
- 11.15** Understanding why
- 12.30** **Lunch**
- 13.30** Body language and voice control
- 14.45** **Tea/Coffee**
- 15.15** Strategies for influence
- 17.00** **Finish**

Aim

To look at the elements of conflict and explore strategies for dissolving it

Objectives

By the end of the workshop participants should:

Realise the importance of understanding as the foundation of conflict resolution

Be able to utilise body language and voice control to help resolve active and passive conflict

Understand strategies for influencing people with different viewpoints

Learning Outcome

To understand the elements of conflict and to have explored strategies for dissolving it