

# Communication & Managing Conflict



Health Education North West  
Postgraduate Dentistry

All businesses deal with conflict, complaints and difficult situations from time to time. How you communicate and handle these situations can have a huge impact on the outcome for your business.

**Venue:** Haydock Thistle Hotel, Penny Lane, Haydock WA11 9SJ

**Date:** Friday 30<sup>th</sup> January 2015

**Time:** 1.30pm-5.00pm (*registration 1.15pm*)

**Cost:** NHS £15.00 None NHS £30

**Speaker:** Heather Dallas



Heather is a motivational and inspiring speaker who is a qualified Neuro Linguistic Programming Master Practitioner (NLP) and Consultant which adds depth and a higher level of intuition to her work.



**Aim:** To gain an awareness on how communicating effectively can reduce conflict in the workplace.

## Objectives:

- Develop an insight into what can make people difficult
- Distinguish the negative behaviour from the positive
- Create adult to adult communication and avoid game playing
- Recognise how to keep both the patient and yourself calm
- Develop rapport by pacing and using genuine empathy
- Understand when to use 3 'perceptual positions' when in a conflict situation

**Learning outcomes:** Develop communication skills that will help you to manage difficult situations

***\*This course qualifies for 3 hours verifiable CPD\****

To reserve your place on please log on and register at:

[www.maxcourse.co.uk/henw](http://www.maxcourse.co.uk/henw)

Cancellations: Refunds cannot be given 4 weeks prior to the course start date  
however you may nominate another delegate

**Closing date for this course is Friday 16<sup>th</sup> January 2014**

