

Conflict Management

a short guide

www.safertainingsolutions.co.uk info@safertainingsolutions.co.uk



Coping mechanisms

Empathizing: seeing things from the other persons point of view

Tactical breathing: controlling heartrate

NLP neuro linguistic programming: knowing how the mind is working

Verbal judo: -talking tactics

Procedures: to prevent it happening in the first instance

What is Conflict?

Conflict is defined as a serious disagreement or argument typically a protracted one. Conflict can arise anywhere between work colleagues, between friends and typically in customer facing job roles. To understand how to manage conflict we first need to understand how it can happen and more importantly how the body prepares for it and what is going on in the body while it is happening.

Also very importantly How the brain, the heart and the body's chemical responses all work together to create the threat responses and if not managed in the best way can cause a person to act in a very irrational and possibly a dangerous way.



If you would like to learn more about conflict resolution and how to communicate better book a course with us

info@safertainingsolutions.co.uk