



Conflict Resolution Skills

Learn how to resolve conflict more quickly and more effectively

Dealing with conflict puts a drain on your organisations' resources. Formal processes are often time-consuming and unsatisfactory, while unresolved conflict can quickly worsen if left unaddressed.

Our **Conflict Resolution Skills** course offers a practical grounding in the skills and knowledge required to resolve conflict. The course equips delegates with an understanding and a set of skills to address both their own and others' disagreements.

This course is ideal for front line workers, who will learn how to:

- View and address conflict more effectively
- Support other people who are in conflict
- Learn when it is appropriate to refer disputes to mediation

Want to find out more?

Call us on **0800 772 0778**, or email us at hello@ukmediation.net

At a glance

- One-day course
- Up to 16 delegates
- Delivered in-house at your location
- Understand our step-by-step mediation model
- Put your new skills into practice

“ The trainer was fantastic and I now feel that mediation is a skill that I am able to use in my working practice.

Jade Harrison
Lead and Family Worker
The Matthew Project

About UK Mediation



UK MEDIATION

Founded in 1999 by Dr Mike Talbot, UK Mediation has come to be recognised as the leading provider of mediation services and training.

UK Mediation uses only the most experienced mediators, with specialists in workplace, neighbourhood, family, commercial and medical mediation.

Find out more at www.ukmediation.net/about-us