

# FREE LEARNING COURSE

FOR UNISON MEMBERS TO LEARN MORE

## CONFLICT MANAGEMENT FOR SCHOOLS WORKERS

28th February | 09:30 -12:30pm | ZOOM

- Understand how to appropriately and effectively respond to anger and aggression
- Identify how to effectively plan for managing angry and aggressive people
- Recognise the different stages of conflict escalation
- Utilise strategies to diffuse and calm anxious and aggressive people
- Remain calm and composed to ensure the most positive outcome
- Interpret body language and be more aware of the signals that you are projecting
- Maintain physical 'safe' distance and demonstrate Positive Defensive Standing (PDS)



SCAN ME

