

Managing conflict at work

WEA Adult Learning
Within Reach



Managing conflict at work

This short course provides practical tools and techniques to support workers in health and social care manage their own wellbeing and that of clients and colleagues.

Participants will: gain an increased awareness of themselves in the context of how they respond and react to challenging behaviour and conflict in the workplace, and; have an understanding and knowledge of how to apply specific tools and techniques which will enable them to deal confidently and competently with difficult situations and conflicts at work.

Learners: Those looking to better manage challenging behaviour at work

Duration: Flexible. Typically a half-day course

Tailored workplace learning: To discuss how this course could be tailored to meet your needs and get a quote for course delivery, please email Archie Campbell a.campbell@wea.org.uk or Janice Wimpenny j.wimpenny@wea.org.uk or call **0131 226 3456**.

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