



# Courtenell

Work Health & Safety Training and Consulting

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## Dealing with Workplace Conflict Online Course (25561)

This course has been developed to provide you with an understanding of how to deal with and de-escalate conflict.

### Learning Outcomes

This course will provide an understanding of:

- drivers and influences that can lead to and escalate conflict
- the human body's reaction when faced with conflict
- key signs of increasing tension in individuals
- how to assess threat and risk using a logical threat and risk assessment model
- some aspects of the law in relation to conflict
- how to formulate strategies to minimise personal risk in conflict situations, and
- practical techniques to de-escalate and manage conflict.

### Course features:

- professional audio
- animation and interactivity
- multi-device compatible
- formative assessments, and
- a certificate of completion

### Estimated Duration

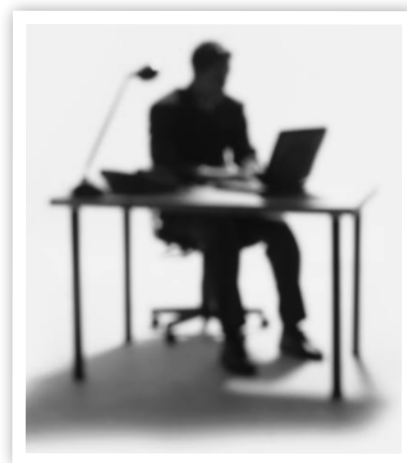
40 minutes

### Target Audience

The course has been designed to provide training for staff in all Australian organisations.

### Cost

The cost is dependent on the number of people to be trained and the length of time they need to have access to the training.



**COURTENELL Pty Ltd**

as Trustee for the Vowles Family Trust

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