DAY 4

Unit 2 – Communication and Conflict Management

MODULE 1 - **Avoiding Conflict** **1½ Hours**

- Effectively Assessing a Situation
- Awareness of how People may React in a Threatening Situation
- Providing good customer service

MODULE 2 – **Defusing Conflict** **1½ Hours**

- Understanding how to overcome blocks to communication
- Using Effective communication to signal non-aggression and calm down a potentially violent situation
- Recognising and dealing safely with high risk situations

MODULE 3 – **Resolving Conflict** **1½ Hours**

- Recognising the customer's point of view
- Resolve the issue
- Seek a win win solution

MODULE 4 – **Learning from Conflict** **1½ Hour**

- Support Colleagues
- Report and Re incidents
- Learn from the incident
- Share good practices

REVISION - **½ Hour**

FINAL EXAMINATION - **1½ Hours**