

Managing Challenging Interactions **for All Staff**



Challenging interactions and conflict are common occurrences and can come in many forms, ranging from interpersonal conflict with colleagues through to challenging interactions with customers. They can have detrimental effects on physical and psychological health. Managing these interactions effectively can reduce the negative impact on ourselves and others.

SuperFriend's Managing Challenging Interactions for All Staff course helps promote and build an understanding of why conflict arises, and provides strategies for how to manage conflict in the workplace.

Overview

This course provides a great introduction to understanding conflict, including the common causes and the impact that conflict can have at both the individual and organisational level.

Participants will learn about different conflict management styles and how they can be used in challenging interactions. Participants will also be able to identify their own conflict management style and learn about the strategies to successfully manage conflict and de-escalate challenging interactions.

The optional workshop will provide participants with the opportunity to practice and embed the online course skills, giving them the confidence to de-escalate challenging interactions and identify which conflict management style is best suited to driving better outcomes.

What will the course cover?

- Understanding conflict
- Conflict management styles

- Effective communication skills using a person-centred approach
- De-escalation techniques for challenging interactions

Why participate?

- Training in conflict management leads to improved outcomes for individuals and businesses
- Flexible and accessible delivery, complete when convenient
- Course completion certificate.

Who should participate?

This course is recommended for all staff, however we have specific courses covering similar content for contact centre and claims staff, and we recommend that these individuals complete those courses instead.

Prerequisites

Workplace Mental Health Essentials for All Staff course

Course details



Modules: 4 short online modules (50 mins total)



Facilitated workshop (optional): Up to 20 people (2 hours)



Resources: Access to additional supporting resources – tools, tip sheets, videos, articles.

Course Outline

Introduction to conflict management • 5 mins



- What conflict is
- Common causes of conflict
- The impact conflict can have on health and wellbeing

Conflict management styles • 15 mins



- Different styles of conflict management
- Which style of conflict management you use
- Strategies to successfully manage conflict

Effective communication using a person-centred approach • 15 mins



- The importance of effective communication during conflict
- What person-centred communication is
- The core skills of OARS
- How to use OARS during conflict

De-escalation techniques for challenging interactions • 15 mins



- What anger and aggression are
- Triggers that may cause anger and aggression
- The aggression cycle and the impact of de-escalation
- Strategies to de-escalate a situation
- The stress response and strategies for personal stress management

Facilitated workshop (optional) • 90 mins



The focus of the facilitated workshop is to practice and embed learnings from the online modules, which aims to achieve better outcomes by focusing on the application of the OARS framework among other strategies, to effectively manage conflict. The workshop also provides a practical framework to understand anger and aggression, and ways to support participant's personal stress management.

Additional resources



- Ongoing access to resource library to support learning
- Downloadable tools, tip sheets, videos, articles
- Certificate of Completion



Online modules and all additional resources are accessed via SuperFriend's online learning platform, MySuperFriend.

