

CONFLICT

Conflict De-Escalation Techniques

Learn to calm a tense conversation before it boils over. Over eight weekly sessions your team practises active listening, speaking with empathy and steering toward a solution, and learns the habits that make conflict worse.

LENGTH	SESSIONS	FORMAT	PRICE
8 weeks	8	Live online or at your workplace	\$2,080 Per person, plus tax

What your team will learn

- Recognize what triggers conflict, and how different people react to it
- Speak with empathy and build trust, even when you disagree
- Listen actively, so the other person feels heard
- Move a conversation from blame to a solution both sides accept

Week by week

WEEKS

1–2

Understanding conflict dynamics

Session 1 Introduction to de-escalation

What conflict is, what it costs a workplace, and why calming it down comes first.

Session 2 Triggers and responses

The common triggers of conflict, and the different ways people respond to them.

WEEKS

3–4

Active listening and empathy

Session 3 Active listening

Techniques for paying full attention and understanding the other person's point of view.

Session 4 Speaking with empathy

Bringing empathy into what you say, to build rapport and trust.

WEEKS

5–6

A solution-focused mindset

Session 5 From problems to solutions

Moving a conversation away from blame and toward what happens next.

Session 6 Solving it together

Finding an answer that works for both sides, and reaching an agreement.

WEEKS

7-8

Avoiding common conflict traps

Session 7 **What makes conflict worse**

Spotting the behaviours that escalate a conflict, and what to do instead.

Session 8 **Putting it into practice**

Role-plays and case studies that apply every technique to real workplace situations.

How the sessions work

Role-plays

Practise each technique in realistic scenarios, with the trainer guiding.

Discussion forum

An online space to share experiences and ask questions between sessions.

Readings

Short recommended articles and books on conflict, listening and empathy.

Feedback and coaching

One-on-one feedback from the trainer on how you're applying the skills.

Who it's for

- Front-line staff who deal with upset customers or clients
- Supervisors and team leads who step into disputes
- Teams in busy, high-pressure workplaces: retail, hospitality, health care, social services and public counters

Book this course for your team

At your workplace or online. We'll send a written quote and dates that suit your team.

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