

## **COURSE TITLE: Conflict Management and Resolution**

### **Trainers:**

**Chris Anderson** is a professionally qualified social worker and manager. She has worked in children's services and residential work for over 26 years.

Chris has developed an interest in behaviour management and working with children who have challenging and complex needs. She is currently the Chair of a fostering panel and is involved in training foster carers and others who work in caring for children.

**Peter Sadler** is a teacher, trainer and facilitator with more than thirty years experience in the field. He was instrumental in setting up one of the first Behaviour Support Services outside London and is committed to working in a research based and reflective way.

### **Aims and Objectives:**

Conflict is a necessary ingredient in any relationship and we need to harness its energy in a positive way. This course examines ways in which conflict can be managed in a 'win-win' way.

### **Teaching Method:**

The course utilises role play, group and paired discussion as well as Powerpoint presentation.

### **Numbers:**

Up to a maximum of 24 participants

### **Target Audience:**

All workers in the care professions and in education

### **Course Synopsis:**

- To examine the roots of conflict
- To examine the importance of feedback
- To give a strategy for giving effective feedback
- To give a strategy for receiving feedback.
- The importance of managed conflict in care work.