

# ELLIS TRAINING IN CARE

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## **COURSE: Conflict Resolution**

### **LEARNING OUTCOMES:**

1. describe common causes of conflict
2. describe two forms of communication
3. give examples of how communication can break down
4. explain the styles of communication that can assist in conflict resolution
5. describe patterns of behaviour encountered in conflict situations
6. give examples of the different warning and danger signs
7. give examples of the impact factors involved when assessing risk
8. describe different models for dealing with conflict
9. describe the use of distance when dealing with conflict  
explain the use of 'reasonable force' as it applies to conflict resolution.

**TARGET GROUP:** Registered Nurses, Care Staff, any work place environment

**DURATION:** 4 hours



