



# CONFLICT MANAGEMENT

## Who should attend:

Students who have had little training in their personal or work careers in conflict management in a TTM or civil construction environment, or associated industries.

## Prerequisites:

There are no prerequisites

## Duration:

4 hours of class theory, and practical exercises

## Goal of the course:

- Communication
- How we communicate
- Verbal Communication
- Written Communication
- Body Language
- What causes conflict?
- What happens to your body when conflict grows?
- How dose conflict escalates
- When might we have conflict in our jobs?
- How do we avoid conflict
- What should we do if there is conflict?

## What do I need to bring?

Driver's License, Passport or Birth Certificate as a form of ID, NSN number if known