



## OPEN COURSE INFORMATION

### Managing Conflict (1 day Masterclass)

#### **Brief overview of the one day course:**

- Brief introduction to Human Factors
- How to open up those difficult must-have conversations
- Recognise the barriers to effective communication and how to mitigate them
- Learn how best to deal with aggressive behaviour
- Master our assertiveness techniques
- Develop the skill of asking the right questions at the right time
- How to influence with integrity – developing a win: win mind-set in ourselves and others
- Address the issues that matter to you with people who understand.
- Small class sizes to ensure you enjoy and gain as much from the training as possible.
- Courses delivered by approachable, friendly trainers who are passionate about what they do and have experience of working in high performance, high risk occupations.
- Continue the discussion after the course via email.

#### **Feedback from attendees:**

“An essential course to give you both skills in the workplace and for dealing with people in all aspects of your life.” – Dr Lowri Myrddin

“The course helped me to gain a good insight of my own abilities to tackle difficult situations.” – Dr Anil Singhaz

“The presenter was excellent – engaging, ‘in tune’ with the audience and captivating. Very, very helpful material and well presented.” – Course participant

“It is a pleasure being able to attend a ‘non-technical/medical’ course, should be recommended to all doctors” – Mariona Adrover

**This one-day training course has been accredited with  
6 external CPD points for full attendance.**

**Course fee:**

Early bird £150 + VAT (£180.00 total)

Full price £180 + VAT (£216.00 total)

*We will issue an invoice to complete payment for the course.*

**Please return to our website for details on upcoming course dates and locations, or to continue with your booking.**