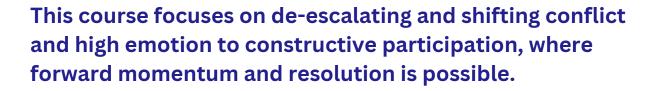
## **LEVEL 3 COURSE**

## WORKING WITH CONFLICT & HIGH EMOTION



## You will learn:

- Assess the state of conflict and emotion in the P2/engagement process and identify how to address it to create productive and constructive approaches
- Work with the stages of conflict escalation and apply de-escalation concepts
- Apply a variety of strategies to transform conflict in P2/engagement practice
- Identify the impact of high emotion and how to work with it effectively to reduce the intensity of high arousal and bring people together
- Uncover the principles and approaches for deliberation in high stakes situations,
  and practice a deliberative forum
- Identify how to reduce conflict in situations of misinformation and duelling facts
- Apply the principles of storytelling to increase understanding and reduce conflict
- Learn from mistakes and understand the role of failure in P2/engagement processes
- Identify and apply how to model integrity and behaviours that de-escalate conflict

## **BRAVELYLEAD.COM**

- Offered online in 4 virtual workshops of 4 hours each
- Offered in person on request
- Pre-requisite: IAP2 Fundamentals or IAP2 Way in Challenging Contexts or IAP2
  Foundations Planning plus full viewing the transition video

