

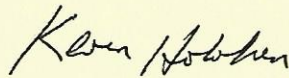
Sharon Brown

Has successfully completed

Conflict Resolution The National Syllabus

on

25th September 2008



**Kevin Holohan
Training Co-ordinator**

The key learning objectives were:

- The common causes of conflict
- Verbal and non-verbal communication
- How communication can break down
- Communication models that can assist in conflict resolution
- Patterns of behaviour encountered during different interactions
- Warning and danger signs
- Impact factors
- The use of distance when dealing with conflict
- The use of 'reasonable force' as it applies to conflict resolution
- Different methods of dealing with possible conflict situations