



# Communication & Conflict Resolution Class

*5 simple skills for effective communication, conflict resolution and ways to cultivate empathy*

**Course Overview:** Tension and stress are at an all time high. A healthy culture depends on the strength of the relationships and shared values of its members. Clear communication which facilitates connection and understanding is vital to the health and resilience of any organisation as well as the individual.

This 60-minute Communication Course helps to:

- defuse conflict
- broaden perspective
- create connection
- deepen understanding
- grow emotional intelligence
- cultivate empathy

## Clear & Connected Communication:

- Proven 5-step process for defusing conflict and creating connection
- Demonstrates healthy ways to process our thoughts and judgments for self-regulation and personal responsibility
- Clarifies what lies beneath people's behaviour that we might be reacting to
- Provides a direct of experience of the 5-steps in action on a real life example

## Participants of this course receive:

- 4-week follow up email series to review and encourage further practice
- Series also includes Ten Tips for Connected Communication Booklet - 32 pages of practical tips and exercises
- Certificate of attendance

Our accredited Mental Health First Aiders are aware of the scope of mental health concerns being faced in these times. Our trainers are professional, relatable and passionate about what we are offering.