

## Managing Conflict with Assertiveness

**Course Date:**  
Sunday 10<sup>th</sup> March 2019  
**Course Time:** 9.30am - 4.30pm **Venue:** Challenge Wales office

### Summary:

This course provides an opportunity for volunteers working with Challenge Wales to explore and develop new skills in relation to conflict management within youth settings. Aimed at developing an individual participant's insight into how challenging behaviour in the context of the Challenge Wales experience can be managed, the training will allow for the integrating of new approaches into working practice and aims to ensure volunteers are better able to support the development of the young people engaging with the Challenge Wales youth voyages programme.

### Learning Outcomes:

#### Aim

- To increase the confidence and skills of participants in constructively dealing with a range of conflict situations including developing an understanding of assertive and non-assertive behaviours and being able to apply the skills of assertive communication.

### Objectives

*By the end of the day participants will:*

- Understand some of the causes of conflict
- Be introduced to some of the theories of conflict resolution and models of assertiveness
- Understand their preferred conflict resolution style
- Have practised conflict resolution skills including assertive communication
- Have increased their confidence in dealing with conflict and applying the skills of assertive communication

Please email [Kerry@challengewales.org](mailto:Kerry@challengewales.org) to book your place or to find out more.