

When Tempers Flare: Conflict De-Escalation Techniques

Conflict in the workplace is one thing, but what happens when heightened emotions cloud judgement or hamper a person's ability to think clearly? Or when a conflict spirals out of control — what then? Do you know what to say and what actions are needed to defuse an intense situation *before it gets out of hand*?

This LIVE, instructor-led workshop can help. It provides you with proven strategies for maintaining control during intense interactions. Discover what warning signs to watch for, what words to avoid and why it's important to set healthy boundaries at work.

Knowing how to approach tense situations with less fear and the right words is key to maintaining the work relationships so vital to productivity and a healthy workplace.

Session 1

What Happens When Conflict Escalates?

- Explore possible underlying reasons for extreme reactions
- Discuss how the brain works to regulate emotion
- Identify stages of the escalation cycle
- List the 3 steps of de-escalation

Session 2

Your Role in De-Escalating Conflict

- Control your emotional responses during heated situations
- Practice rational detachment to prevent overreacting
- Use the escalation cycle to respond appropriately to intensifying conflict
- Apply techniques that show support while defusing emotional interactions
- Implement physical tactics to protect yourself and others during altercations
- Avoid triggers that fuel emotional responses
- Know what to do when de-escalation is not working

Session 3

The Importance of Setting Boundaries

- Understand why healthy boundaries help prevent conflict
- Explain how you can say “No” and still being cooperative
- Determine who is demanding the most of your time
- Identify how to set boundaries with peers, supervisors and customers