

Conflict Resolution Training



Community Care Live 15 London

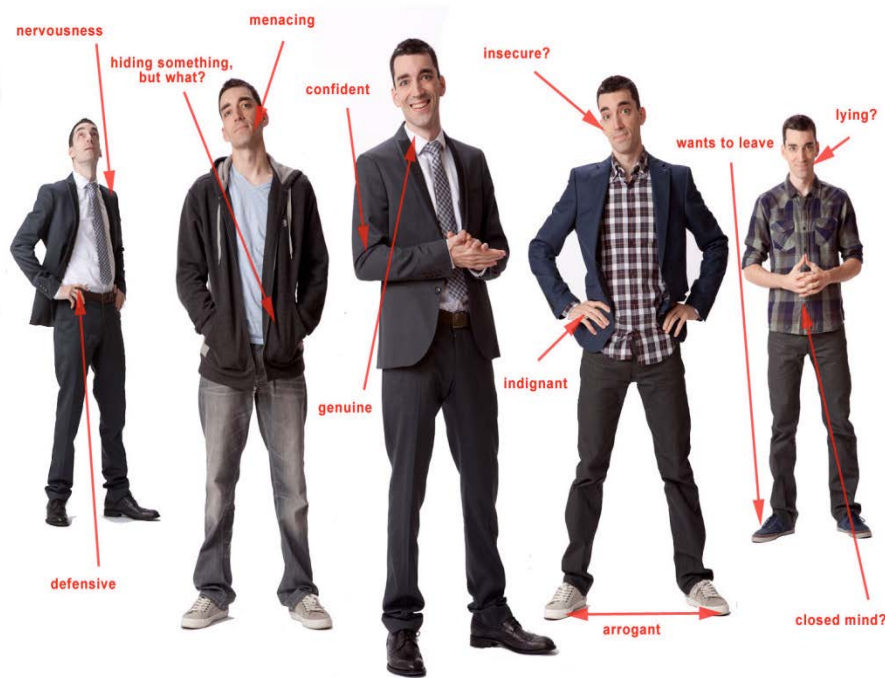


- **Effectively assessing situations and looking for early warning signs**
- **Reading other people's body language and monitoring your own**
- **Essential strategies for de-escalating situations which have become heated**

Ice Breaker - Body Language

- Disinterest
- Suspicion
- Formal
- Friendly

What Is Your **Hidden Language** Saying?

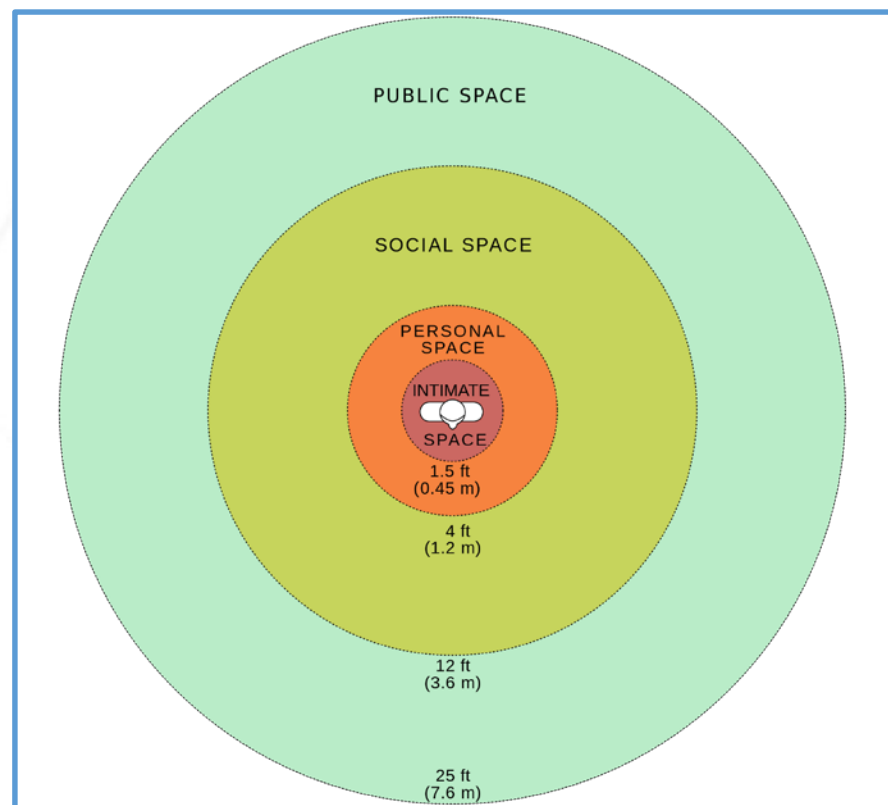


Rapport (TLK)

- How long does it take for you to make your mind up consciously ?
- How long does it take for you to make your mind up unconsciously ?
- Trust
- Like
- Know

The Four Distances

- Public
- Social
- Personal
- Intimate



NAPE Stances

- Negotiation
- Assertiveness
- Protective
- Escape



POLITE

- Position
- Observation
- Listening
- Intuition
- Talking
- Eye contact



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