Understanding Conflict in P2/engagement

The aim of Understanding Conflict in P2/engagement is to help you understand, and more effectively manage, conflict dynamics. The focus of this Level 1 course will be on developing the skills of participants to identify and mitigate situations of tension and conflict within their P2/engagement work.

By the end of Understanding Conflict in P2/engagement, you will have the skills to identify and mitigate situations of tension and conflict within P2/engagement work.

COURSE OBJECTIVES:

- Understand the sources, types and factors that contribute to conflict in P2/engagement and the impact they may have on the process
- Understand the role of power and influence in engagement practice
- Understand and identify the cycle of escalation, and the behaviours, attitudes and actions that are evident as conflict increases
- Contribute to and/or apply strategies to de-escalate challenging situations
- Identify how to build effective relationships and partnerships through empathy, active listening, respect and trust
- Learn approaches to work in challenging situations applying behaviours that build trust and credibility
- Consider the role of integrity and ethics in the conduct of the P2/engagement practitioner, and how that is upheld in the process

WHO SHOULD TAKE THIS COURSE:

- Practitioners facing conflict in their P2/engagement practice

Prerequisites: Fundamentals of P2/engagement or IAP2 Way in Challenging Contexts

Global Learning Pathway: Level 1

Visit the Training Calendar at iap2.org for course offerings in your region.

The IAP2 Global Learning Pathway (GLP) is learner centric – you decide what your learning journey will look like, aligned with your career. Based on competencies that practitioners worldwide had indicated were key to doing P2/engagement work, the GLP is a suite of courses designed to grow and change as the practice and practitioner’s needs evolve.