Working with Conflict and High Emotion

The focus of this Level 3 course is on de-escalating and shifting conflict and high emotion to constructive participation, where forward momentum and resolution are possible.

Participants will gain a deep understanding of the state of conflict, and work with practical, tangible approaches to deescalate and transform challenges. Over the course, we will cover tools, strategies and ways of working to resolve polarised and emotional challenges.

By the end of Working with Conflict and High Emotion, you will be ready to travel on a journey that improves mutual understanding, changes relationships and systems to meet human needs, contributes to building peace and creates lasting change.

COURSE OBJECTIVES:

- Assess the state of conflict and emotion in the P2/engagement process, and create productive and constructive approaches
- Work with the stages of conflict escalation and apply the concepts of de-escalation
- Apply a variety of strategies to transform the conflict in P2/engagement
- Identify the impact of high emotion and apply a range of approaches to deescalate challenges
- Identify how to reduce conflict in situations of misinformation and duelling facts
- Apply the principles of storytelling to connect people to each other, increase understanding and reduce conflict
- Learn from mistakes and understand the role of failure in P2/engagement processes
- Identify and apply how to model integrity and behaviours that deescalate conflict
- Apply the strategies and tools to your own project or situation

WHO SHOULD TAKE THIS COURSE:

- Level 2 and 3 practitioners who are:
  - leading and managing P2/engagement processes with challenges, scope and scale
  - looking for tools and strategies to apply to a polarised, charged P2/engagement environment
- Practitioners with experience in P2/engagement processes where there is conflict and/or high emotion

Prerequisites: Fundamentals of P2/engagement or IAP2 Way in Challenging Contexts
Global Learning Pathway: Level 3

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.

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