



Scottish  
Community  
Mediation  
Centre



## Handling Conflict Constructively - A SCMC/REHIS Joint Award

27<sup>th</sup> & 28<sup>th</sup> May 2010 Edinburgh

This two-day course is designed for people who want to develop their ability to handle conflict more effectively. It uses specific techniques to engage with people in disagreement to discover the causes of the current conflict and ways to resolve it.

This course is based on our successful five day course delivered to housing associations, local authorities, public and private organisations throughout Scotland. Community wardens, concierge staff and enforcement teams will find this course particularly useful.

This course is inter-active and there are lots of opportunities to bring your own experience to discussions about when and how to use the skills and time to practise exercises in pairs and small groups. The course covers the causes of conflict, responses to conflict and ways to reduce conflict. The aim of the course is to

- Increase your awareness of what is happening in a conflict situation
- Share your experience and build on your existing conflict handling skills
- Practise skills in a relaxed atmosphere and get feedback on what worked
- Gain confidence in your ability to handle conflict in a constructive way

The course forms the foundation module for our six-day mediation skills course.  
Cost for 2 day course: £250.

On successful completion of the course candidates will receive a SCMC/REHIS Joint Award Certificate.

For further information about this course, contact:

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