

# Conflict in Engagement

**Do** you feel confident in handling conflict situations that can arise during an engagement process – or even a discussion?

**Do** you observe others and ponder ‘How do they talk uncooperative people around so quickly?’

So much of an engagement practitioner’s work deals with change – the very risk factor that community members fear. Sometimes the community response is predictable and can be managed effectively because people feel heard. Sometimes the community response involves more groups that have strong views and let you know. Now’s the time to upskill your awareness of how conflict builds and how to respond effectively.

## AIM & OBJECTIVES

### Aim

The aim of Conflict in Engagement is to help those new to engagement understand conflict dynamics.

### Objectives

The objectives of Conflict in Engagement are to:

- Identify the triggers and context for conflict in engagement scenarios
- Understand a range of strategies for responding to difficult situations and challenging behaviours
- Practise strategies to respond to difficult situations
- Demonstrate a range of strategies to anticipate prevent and/or mitigate difficult situations or behaviours now and for the future
- As a facilitator of engagement activities understand your own role and manage your own behaviour and build personal resilience.

### Learning Outcome

By the end of this course you will have the skills to enhance your ability to manage situations of stress and conflict.

## Content

- Professional standards for ethical practice – enacting IAP2’s Core Values
- What is conflict?
- Conflict in the engagement context: our models and how they can help
- Factors that contribute to conflict in engagement (Condiff, 2016)
- Engaging with difficult individuals and groups
- Dealing with online conflict
- Tools to enhance your resilience.

## The most useful aspect?



What our previous participants have said:

- Learning that conflict is not bad.
- Understanding how different elements of the engagement activity should be reviewed and possibly redesigned as a project moves along so to better navigate potential conflict.
- Listening to the other group members experience in dealing with conflict situations and reworking to a positive outcome.



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