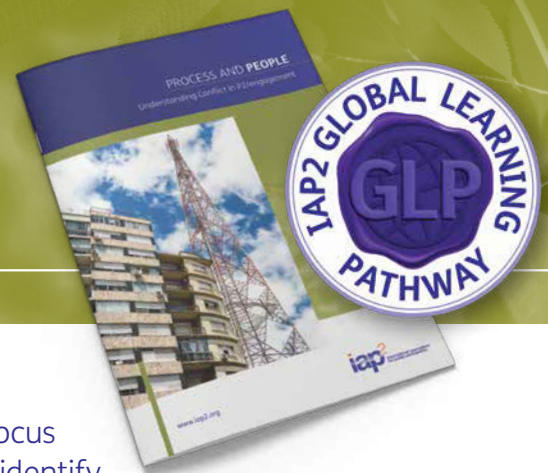


# Understanding Conflict in P2/engagement



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.



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

**Global Learning Pathway:** Level 1

## 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 practise

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.

