



Corporate
Coach Group
Training that transforms

This is to certify that
Laura Darby
has successfully completed
Conflict Management Training

Attended May 2023

This programme covers:

- Settle workplace conflict and quickly restore harmony
- Use reason and logic, rather than anger and emotion, when handling conflict
- Objectify the situation and quickly find solutions, without emotionalising
- When to compromise and when to stand firm
- Use the correct level of assertiveness; the proper use of voice tones and body language
- How to use praise and appreciation to reinforce any positive changes

Presented by: Mr. Christopher Farmer, Managing Director, Corporate Coach Group

(6 CPD hours)



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