

# YOUTH 1st



This workshop is delivered in partnership with



## Conflict Resolution

### Training for Youth Workers & Volunteers

To introduce participants to a variety of skills that will assist them to deal with conflict situations in a way that avoids the use of aggression.

The workshop will use discussion and role play to assist in:

- Developing effective **Listening skills**
- Developing effective **Negotiation skills**
- Developing effective **Assertiveness skills**

#### Objectives: by the end of the session participants will -

- Have an increased awareness of Conflict Resolution in general
- Increased knowledge in listening skills, diffusion techniques and managing conflict in a positive way.
- Have increased confidence in how to deal with typical examples of conflict in youth work settings.

This event is **FREE** for our member groups and organisations who are part of the VYN Network.

*(The cost for other groups is £15 per person).*



The Conflict Resolutions workshop  
will be held on:

**28th October 2014, 6pm to 9pm**  
**Fairway Fife, Dunfermline**

To register complete registration form and return to address below.  
Alternatively contact the Operations Manager for further details.

Youth 1st, Bilisland Road, Glenrothes, Fife, KY6 2DZ  
Tel: 01592 611319 Email: [admin@youth1st.co.uk](mailto:admin@youth1st.co.uk) [www.youth1st.co.uk](http://www.youth1st.co.uk)  
Youth 1st is a Scottish Charitable Incorporated Organisation (SCIO). Registered Charity SC006872



# Registration Form

## Conflict Resolutions Workshop For Youth Workers and Volunteers

Group/Organisation .....

Contact name .....

Address.....

.....

Postcode.....

Telephone.....

### Names of those attending

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.....  
.....

This workshop is Free of Charge for Youth 1st member groups and organisations who are part of the VYN Network. The fee for other organisations is £15 per head.

Please pay registration fee (as detailed on Flyer) before you attend the course

**Total amount enclosed £ .....**

**Return this form with the appropriate fee[s], by 13th October 2014.**

Youth 1st, Bilsland Road, GLENROTHES, Fife, KY6 2DZ  
Telephone: 01592 611319 Email: admin@youth1st.co.uk

*(Cheques payable to Youth 1st)*

**Please note that the entry fees are non-returnable  
in the event of a cancellation by the participants**