



Conflict Management & Resolution

Book Online: pathwayscorp.com.au | Enquires: 1300 212 212

COURSE OVERVIEW:

Although we would prefer for it not to exist, workplace conflict happens... with many unfortunate consequences if left unchecked. This practical and interactive one-day course will equip participants with the skills they need to not only identify workplace conflict and understand why it occurs, but also how to manage and resolve workplace disagreements.

COURSE TOPICS:

- ✓ The causes of workplace conflict
- ✓ How to recognise the signs of emerging conflicts
- ✓ Managing and resolving conflicts between individuals
- ✓ Managing and resolving conflict between you and another
- ✓ How to identify your conflict management 'style'
- ✓ How to provide 'non-explosive' feedback
- ✓ Understanding the crucial elements of a constructive discussion
- ✓ How to avoid taking sides and making subjective judgements
- ✓ How to develop deep listening and curiosity skills

"Fantastic. Perfect insight into managing conflict. Very informative and Chris was amazing."



Claire Meiser,
Scope Home Access



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WHAT YOU WILL GET:

- ✓ Engaging and 'hands-on' training
- ✓ A full set of electronic notes
- ✓ Morning tea & lunch
- ✓ Post-course telephone support

WHO'S IT FOR?

- ✓ CEO's and Divisional Managers
- ✓ Team Leaders or Managers
- ✓ Human Resources Manager
- ✓ Anyone dealing with workplace or client conflict



Christine Wilson
B. Ed

About your facilitator:

Christine Wilson has been working in the area of adult learning and development for over 20 years. She has worked across the community, university, government and private sectors and with audiences spanning front-line staff to executive leadership teams. She has a deep passion for enabling thriving workplaces by providing people with a better understanding of their strengths and current limitations. Her workshops are highly interactive and help people break through obstacles to superior, professional performance. Chris has a Bachelor of Education and accreditation in MBTI, Genos Emotional Intelligence Inventory and Human Synergistics Life Styles Inventory.

"Very informative and well structured/highly engaging and useful. I will definitely practice the suggested ideas."



Christine Tuou,
City of Willoughby

THE FINER DETAILS:



In 2020 this course will be conducted in Sydney, Melbourne and Brisbane. Our venues are all in the CBD and easily accessible.



The course will commence at 9:30 am and conclude at 3:30 pm.



\$420 ex GST

Book at least 3 people into this course and get a 10% discount. Use discount code D10 when booking.