

Manage Conflict

The program fee includes:

- Printed materials
- Tools and Strategies
- Workshops

Workshop One:

Time	_____	
Facilitator	The Centre for People Development	
Location	TBC	
Price	Fee	\$2,250

Rates are for up to 16 participants

*(venue and catering costs not included)



Manage Conflict

This program covers the requirements for managing conflict in the workplace. It includes identifying and assessing conflict situations, implementing strategies to resolve conflict and monitoring the situation. Participants will develop the skills and knowledge to:

- Identify their conflict management style
- Identify practical strategies for conflict resolution
- Use difference as a positive
- Use a five step conflict resolution approach

Content:

- Establish expectations and outcomes
- Conflict resolution models:
 - habits we bring
 - options to consider
 - choosing the appropriate approach
- Conflict resolution tools
- Strategies for avoiding unnecessary conflict
- Capitalising on difference
- Negotiation:
 - Going for win/win
 - Strategies and tactics

Translation into the workplace:

- Conflict resolution resource
- Use of relevant case studies and typical organisational/team situations

Competencies/skills developed:

- Use a range of conflict resolution strategies and approaches
- Communication skills
- Negotiation skills

This program can be adapted to include assessment and recognition for the PSPGOV508A: Manage Conflict unit of competency from the Diploma of Government (Management)

CONTACT

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