

CONFLICT RESOLUTION

When working with people conflict is inevitable. This course explores the reasons for conflict and provides the skills required to effectively intervene and facilitate positive outcomes that will help you deal with and resolve conflict.

COURSE AGENDA

- Defining conflict
- Understanding negative and positive conflict and the effects of both
- Understanding the dynamics involved in conflict situations
- Identifying the source of the conflict
 - Behaviours and actions
 - Values and beliefs
- Strategies to manage conflict
 - Managing yourself
 - Identifying your personal contribution to the conflict
 - Understanding your emotions
 - Personal accountability
 - Managing others
 - Negotiating techniques
 - Objectivity
 - Being solution focussed
 - Methods of changing behaviour
- Communication skills and practical tips on conflict in the workplace

COURSE DETAILS

Delivery duration	1 day course
Delivery style	Face-to-face workshop facilitated by an Accrete team member including: presentation and facilitated discussion.
Location	Venue to be provided by the client.
Cost	\$2,640, regardless of participant numbers. Course materials are provided by Accrete at a cost of \$25 per participant.
Participant numbers	Maximum: 25
Tailored option	Yes. Please contact us to speak with a facilitator. To provide a tailored course we will generally meet with you to discuss your needs, the specific outcomes you are seeking, and to identify any relevant policies or procedures that should be referred to during the workshop. Tailoring of workshops incurs a development cost. Our facilitators will be able to provide you with a quote for these costs once the range of required tailoring has been determined.

November, 2018