

Conflict Management

How to convert negatives to positives

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1 Day: CUA Ref: # 818448

Course Overview

Conflict is one of the most time-consuming and negative aspects of not only our work situation, but also other aspects of our life. It can affect everyone, even those not directly involved in the conflict. Conflict management is therefore an essential skill for everyone.

Conflict Management teaches the principles of conflict management and the application of skills to manage conflict constructively and positively in different work situations.

This will be done through a series of practise exercises and cases that will assist participants identify conflict situations and implement the necessary knowledge, skill and attitude needed in order to resolve them.

Each participant will leave with a personal plan of how to manage a specific conflict situation that exists in the work place.

Recommended For

As this is such a widespread topic the program would suit anyone from any level or function.

Benefits

For the organisation

- Positive resolutions of potentially explosive situations; and
- Stronger and more positive team membership.

For individuals

- Better relationships; and
- More time to concentrate on the task.

Learning Outcomes

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| By the end of the program participants will have: | |
| <ul style="list-style-type: none"> • Understood the basis of conflict; | <ul style="list-style-type: none"> • Compared mediation, conciliation, and facilitated negotiation as different models of conflict resolution; |
| <ul style="list-style-type: none"> • Identified major factors contributing to conflict situations; | <ul style="list-style-type: none"> • Implemented active listening and different questioning techniques; |
| <ul style="list-style-type: none"> • Examined and used the stages of conflict resolution; | <ul style="list-style-type: none"> • Examined and evaluated the five behaviours of assertiveness; |
| <ul style="list-style-type: none"> • Interpreted the roles of values, beliefs and self-awareness in conflict and conflict resolution; | <ul style="list-style-type: none"> • Built win-win solutions to conflict situations; and |
| <ul style="list-style-type: none"> • Discovered personal styles of conflict management; | <ul style="list-style-type: none"> • Understood how to lead conflict resolution situations. |
| <ul style="list-style-type: none"> • Practised different strategies and skills for managing conflict; | |

Training Methodology

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| This is a highly interactive and practical program in which participants will engage in: | |
| • Exercises. | • Role-play. |
| • Illustrations. | • Personal planning. |
| • Case-Studies. | • Giving and receiving of feedback. |

Presenter

John Scotland consistently demonstrates why he is in demand to lead courses aimed at personal and organisational development. For more than 15 years John has assisted leaders and their teams to manage change and enhance performance through improved attitudes, innovation and communication. He is an accomplished educator, facilitator, coach and speaker who engages with his audience in ways that amplify the learning experience. John is the Principal Consultant with the Applied Innovation Centre.

| Duration - Dates - Venue | Fees per person (including GST) |
|--|--|
| 1 day | \$324 CUA Members |
| Click here for dates | \$440 Individuals |
| St. Catherine's College 2 Park Road, Nedlands | \$330 Groups of 3 or more |
| Free onsite parking | Lunch, morning / afternoon tea included |

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**Discover it, learn it, practise it, make it your own,
then *do it for real!***

Cancellations

No refunds will be made on cancellations received after 7 days prior to the event.

Privacy Statement

The Applied Innovation Centre respects your right to privacy and will not provide contact details of course participants to third parties.

Results through **INNOVATION**

