



Conflict Resolution Skills

Overview

In some cases, conflict in the workplace just seems to be a fact of life.

We've all seen situations where different people with different goals and needs have come into conflict.

The fact that conflict exists, however, is not necessarily a bad thing. If conflict is resolved effectively, it can lead to personal and professional growth.

Intended for

Anyone who deals with conflict situations in the workplace and would like strategies to deal with it in a more positive and productive way.

Learning Outcomes

- Understand the conflict resolution process
- Understand the different styles of conflict
- Adapt processes for different types of conflict
- Implement communication tools
- Use basic anger and stress management techniques

Certification

A Certificate of Participation will be issued at the end of the course.

Customised Training

If you have six or more participants, the course can be presented at your workplace using customised site based examples.



Duration: 1 day

Fee: Contact AVELING for group rates

Dates: On request

Light lunch, morning and afternoon tea included.

BOOKINGS

Head Office: 33 Hanwell Way Bassendean WA 6054
T: +61 8 9379 9999 **F:** +61 8 9379 9888 **E:** training@aveling.com.au

aveling.com.au