

Conflict Resolution

Course Overview

Conflict can have a huge impact on productivity, morale, teamwork and meeting customer needs.

This course is designed to provide participants with the necessary insights and skills to identify, manage and resolve conflict effectively.

The following content is covered in this 1 day program, with the majority of training delivered in a very interactive and practical mode:

- what is conflict?
- define the characteristics of conflict
- when is conflict positive?
- strategies to manage conflict
- the importance of interpersonal behaviours when dealing with conflict
- identify your preferred style of dealing with conflict
- negotiation and assertiveness techniques
- how cultural issues can affect a conflict situation
- how to create win-win solutions

Course Inclusions

This course is fully catered and participants are provided with course notes.

Date(s):	Please visit www.msacinstitute.com.au
Duration:	1 day
Time:	9am - 5pm
Cost:	\$350.00

For registration or further information please contact
msacinstitute@ssct.com.au

Courses are held at the MSAC Institute of Training located in Sports House, 375 Albert Road, Albert Park (adjacent to the Melbourne Sports & Aquatic Centre)

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