

Conflict resolution

- Course duration:** Half-day to one-day
- Course cost:** Please contact Training Services Australia to discuss the rates for this course
- Delivery method:** Face-to-face, off-the-job facilitated learning
In-house workshop customised to meet client needs
Please note that this course is not currently offered as a public workshop
- Course notes:** A set of course notes has been developed to support the delivery of this workshop
- Who should attend?** All those wishing to learn about how to deal with conflict in the workplace
- Pre-requisites:** There are no pre-requisites for this course
- Course content:**
- About conflict
 - Causes
 - Identifying conflict
 - Stages of conflict
 - Basic approaches for dealing with conflict
 - Four steps to resolving conflict
 - Transactional analysis
 - Ways to reduce conflict and grievances
 - Tips for managing conflict
 - How to handle an angry person
 - How to use anger constructively
 - How to take the heat out of a confrontation