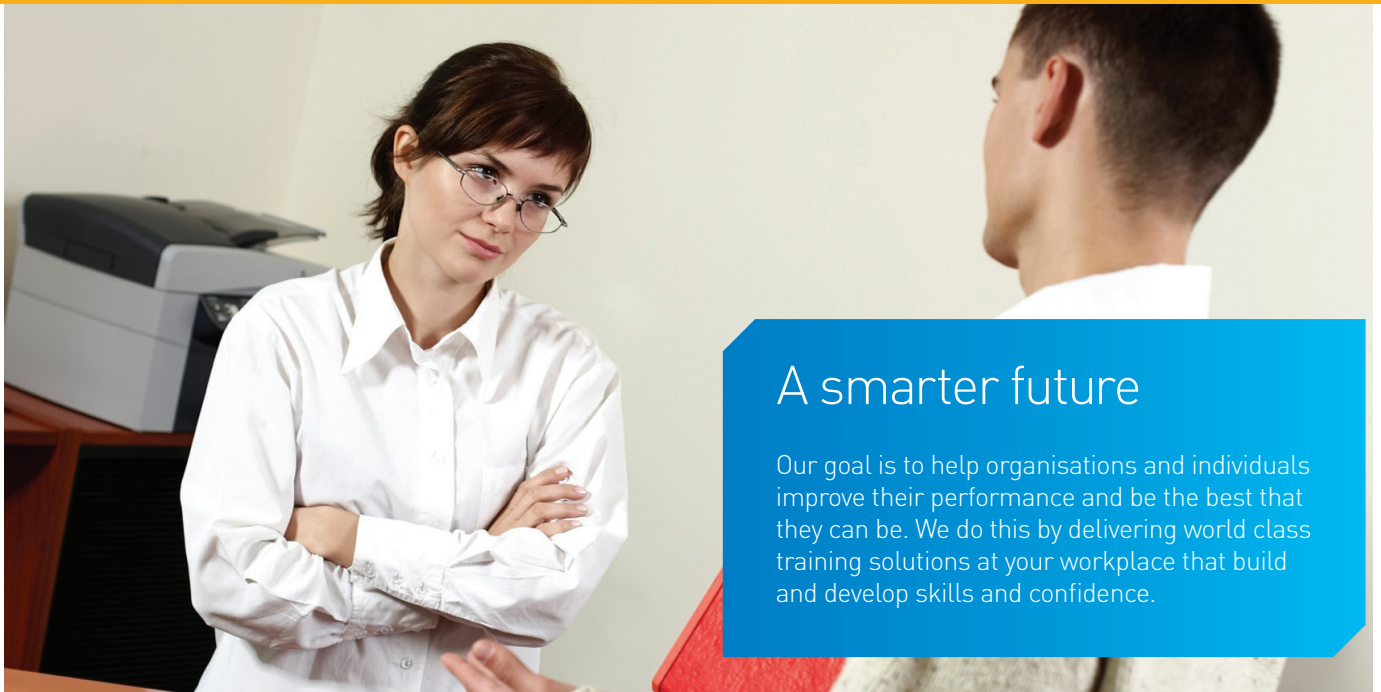




Conflict Management

SHORT COURSE



A smarter future

Our goal is to help organisations and individuals improve their performance and be the best that they can be. We do this by delivering world class training solutions at your workplace that build and develop skills and confidence.

Course Overview

In any situation where people interact there is potential for disagreement, challenge and discord. Managing conflict skilfully and constructively is both valuable and necessary in providing opportunities for positive change and development within an organisation. This course offers a variety of practical learning opportunities for participants to develop skills in identifying conflicts and resolving them constructively, and is ideal for anyone interested in exploring and developing skills in managing conflict and improving their relationships with others.

Who should attend?

Participants would include those who are interested in developing skills to manage people in the workplace. This course is also suitable for people who have client-facing roles that involve problem solving.

Course Objectives

Learn how to:

- > deal with difficult people, situations and conversations
- > identify and manage diverse personality types
- > recognise how your own actions and attitude impact those around you
- > implement diplomacy in the workplace
- > identify emotional triggers and learn how to control them

Duration

One day workshop session, plus an additional half day coaching session for the participant group.

Benefits

- > Enable employees to resolve their own problems quickly and effectively
- > Reduce and prevent tension between colleagues
- > Encourage a deeper understanding of situations
- > Learn how colleagues feel and think, as well as how to interact with them
- > Learn how to collaborate and strengthen relationships



Capability Statement

Spectra Training is one of Australia's leading workplace training organisations. At Spectra Training we are committed to helping our clients improve the skills and productivity of their employees. We seek to do this by providing world class training solutions that add measurable value to our clients, in a flexible, relevant and engaging manner.

The Spectra Training approach is unique because we:

- > invest the time to understand clients needs
- > deliver training programs that are relevant and produce real workplace based results
- > produce world class courseware with in-house instructional designers
- > use top quality industry experienced trainers
- > follow up one day in-house training with half day coaching session in workplace

Education and training are the keys to unlocking human potential. All progress, innovation and improvement depend upon it. Without it, we remain stagnant, and so do the corporate environments in which we work. Without opportunities for growth, we remain blind to the possibilities for progress.

Imagine a world where:

- > your employees work more productively because they have learned new techniques and gained the confidence to implement and share new ideas
- > problems in the office, factory or warehouse are resolved quickly because your employees and supervisors have learned new problem solving skills
- > teams communicate and work better together to solve problems, create solutions and get the job done
- > absenteeism declines because the line manager has learned new ways to improve and engage staff
- > employees choose to stay in your organisation because of the perceived value of the training and professional development opportunities they are now obtaining

Spectra Training has developed a suite of short courses that will help your team refresh or acquire new skills and knowledge.

- > Lean Business Principles
- > Chain of Responsibility
- > Load Restraint
- > Manual Handling
- > Fatigue Management
- > Bluecard (TLI Industry Induction)
- > Customer Service Sales
- > Workplace Trainer (2 day program)
- > Professional Sales (Business Sales)
- > MS Excel (Beginner to Intermediate)
- > Workplace Safety
- > Time Management
- > Conflict Management

Please discuss with us your individual training requirements as Spectra Training have the trainers and courseware development team to deliver a short course to best address your needs across Australia.

For more information, visit Spectra Training at **www.spectra-training.com** or phone our friendly team on **1300 808 010** or email enquiry@spectra-training.com

Spectra Training is a business name of
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