

Managing Conflict

Conflict is common. Everyone has different interests, opinions and agendas. In addition, common miscommunication can easily lead to tension and conflict. If unaddressed, it can be detrimental to relationships, workplace productivity and sense of well-being.

This conflict management training course will help you recognise the early signs of conflict and give you tools to effectively deal with it. You will feel confident to manage difficult situations and turn them into positive outcomes.

Designed for you

This course is designed for anyone requiring new and effective ways to manage and resolve conflict.

Outcomes

Learn how to:

- identify situations and stages of conflict
- change yourself to change others
- improve verbal and non-verbal communication
- use conflict resolution models
- use effective techniques for intervention
- manage emotions in situations of conflict
- deal with criticism and put-downs
- manage defensiveness and anger
- strengthen trust with others
- manage rather than avoid conflict.

Tailored group training - in-house or through virtual workshops

Ask us how we will tailor this program to your organisation or team.

Benefits are that we tailor the:

- *Content* to suit your organisation's needs.
- *Delivery* to reflect your procedures, values, examples and terminology, which encourages participants to apply their new skills in their roles.
- *Duration* to suit the availability of your team members and your budget.

Tailoring is mostly for free and always economical as costs are based on a per day delivery and not per participant.

Request a quote

Please call 1300 655 098 to ask us how we can tailor a program to your needs.

Alternatively, email us at info@icml.com.au.

Virtual Workshops

We deliver programs in interactive, live online workshops, accessible from a device anywhere.

Highly impactful learning

- Replicating face-to-face workshop experiences through conferencing technology.
- Using extra features for engagement: polls, quizzes, chat, electronic whiteboard.
- Learning in multiple shorter bursts – allowing practice between sessions.

Benefits of virtual workshops

- Attend the training from the comfort of home or personal workstation.
- No travel time or expenses.
- Multiple short sessions – less impact on work.

Simple access

- You need: a device with camera and a quiet place.
- No software needed.
- Click on a link to gain access.
- Works on any personal device and most corporate systems.

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