

CONF101

Identifying and Responding to Conflict

Develop your team members conflict resolution skills and empower them to alleviate stressful situations.

CONF101 is a session that equips participants with the necessary tools to minimise the impact of conflict and hostile situations in the workplace. Participants will learn about the drivers of conflict, as well as how to identify and respond to various conflict styles.

Seminar Overview

- Increasing communication skills is the cornerstone of this program.
- Develop a range of verbal and nonverbal communication techniques.
- Topics include:
 - Identify and respond to different drivers of conflict.
 - Employ conflict resolution strategies.
 - Manage defensive behaviour.
 - Develop mediation skills.
 - Handle hostile situations.
 - Effectively manage competing demands.
 - Set and maintain client expectations.
 - Enhance communication skills.
- The seminar can be delivered to groups of 8 to 20 people per session.
- It is facilitated using an interactive presentation platform, supported by written content delivered in an engaging and interactive manner, and include stimulating activities; reinforcing and contextualising the topics being explored.
- The collaborative learning environment allows participants to share their experiences and learn from one another.

Suggested Participants

- Managers
- Administration Staff
- Team leaders
- Shift Supervisors

The content is suitable for leaders within:

- Aged Care
- Disability
- Community Services
- Childcare

Seminar Cost

Contact us for a tailored quote based on your specific business needs

PO Box 360 Southport BC QLD 4215

0491 709 558

info@carecfo.com.au

www.carecfo.com.au

