



POSITIVE CONFLICT RESOLUTION

Workplace conflict has many effects, including stress, reduced productivity, reduced team work and communication skills. These lead to dysfunctional teams and reduced individual engagement in the workplace.

This program assists participants to increase self-awareness and emotional intelligence as a means to understand reasons and triggers for conflict and positive strategies to resolve conflict when it arises.

KEY BENEFITS

- Create a culture of positive workplace communication.
- Reduction in workplace conflicts.
- Increase self-awareness and emotional intelligence in the workplace.
- Increase productivity due to decreased time wasted with conflict.

LEARNING OUTCOMES

- Explore understanding and attitudes to conflict.
- Identify early warning signs of unhealthy conflict.
- Know your conflict style (and that others are different)
- A model for conflict resolution and strategies to undertake conversations.

WHO SHOULD ATTEND

All staff and managers

DURATION

Half day or full day

METHODOLOGY

A variety of presentation methods and tools are used to ensure the learning experience is interactive, engaging and effective, including:

- PowerPoint presentation
- Group facilitated discussion
- Group activities
- Case studies