

Effective Conflict Resolution



Training for Learning Co.
Realise your potential



Outline: The two days enables participants to explore their personal reactions, develop strategies and interact in a case study analysis, applying the strategies and tactics to produce a planned result.

Aim: To enable participants to understand the different levels of conflict and learn to respond not react, manage emotions and empower the parties to achieve a win/win situation.

Agenda:

- The stages of conflict.
- Analysing the levels of conflict.
- Reaction or response.
- Effective strategies for responding.
- Tactics & negotiating skills.
- The planning process.
- Empowerment in conflict.
- Application of the plan.
- Analysing the results.
- Action planning that achieves win/win.

Presented by Catherine Logue & Helene Bentley

Catherine has been involved in the business sector for 40 years. Working in the training sector she shares her experiences and workable applications with her participants. She delivers nationally accredited courses as well as designing and delivering workshops for the corporate sector. Her talent in facilitation has seen her present overseas in Los Angeles, Montreal, Auckland and Las Vegas. Nationally her clients include Australia Post, Dept of Transport, University SA, University Adelaide, PMA International, IPI USA, City of Tea Tree Gully, Pacific National and Haigh's Chocolates..



Helene has been conducting training for the past 18 years, both in Australia and South Africa. She holds her Diploma of Vocational Education Training and Training Design & Development. She is a competent author and instructional designer. Helene also lectures in law studies with University of SA. Her talent to offer participants practical examples and case studies has ensured the training is maximised for the business operation.



For further information or course requirements please email: di@trainingforlearning.com