

WORKSKILLS & PERFORMANCE COURSES

CONFLICT RESOLUTION & MEDIATION SKILLS

Course overview

This training program will improve participants' knowledge, skills and confidence in all aspects of conflict management and mediation applicable to all levels of the organisation and a wide range of workplace situations and staff roles.

Who will benefit from this course?

Staff in any role including: frontline staff, service providers, support staff, volunteers, supervisors, team leaders and senior managers.

DURATION: 1 Day

FEE: Varies depending on venue, sector, numbers & service provided

IN-HOUSE TRAINING: By arrangement with your organisation

CUSTOMISED TRAINING: To meet the specific requirements of your service and sector

VENUE: Available **Australia-wide including remote & regional areas**

Discounts for NGOs

Course content

- A comprehensive framework and model for conflict management, resolution and mediation applicable to a range of contexts.
- Managing the stages of conflict development and understanding the signs and causes of conflict escalation.
- Effectively managing the needs, motivation, and perspectives of all parties involved in the dispute or situation.
- Skills for managing the impact of organisational systemic issues, power dynamics, anxiety, competition and team conflict.
- Understanding the 'power triangle', and the dynamics and agendas of the 'victim', 'bully' and 'rescuer' roles.
- Understanding the critical micro skills required to effectively undertake conflict resolution and mediation.
- Appropriate assertiveness, cooperative power, mapping the conflict, negotiating needs and agendas, and responding flexibly to achieve a win-win outcome.
- Challenging rigid beliefs, overcoming defensiveness, working with unwillingness to resolve, managing hot emotions, using role power and authority appropriately.
- Identifying factors which escalate conflict into crisis and managing inappropriate responses, such as avoidance and aggression.
- Awareness of the impact of your personal style of communication and approach to conflict management.
- Practical application to your work roles and workplace context.
- Practice skills and receive coaching and feedback in a small highly interactive training group.

Contact us for an obligation free quote!

PO Box 460 Surry Hills, NSW Australia 2010

Tel: +61 (0) 2 8399 0358

Email: info@allwoodassociates.com.au

www.allwoodassociates.com.au