


Peak Services delivers deep expertise in the local government sector. We understand the business of councils. Challenge us.

CONFLICT RESOLUTION - 1 DAY COURSE

AUDIENCE	SHORT COURSE TOPICS	LEARNING OUTCOMES
<p>As a managers, you will deal with conflict situations both as a mediator (to help resolve conflicts between others) and as a participant (when you are in conflict with someone).</p> <p>These situations can be complex and difficult to manage.</p>	<ul style="list-style-type: none"> • Types of conflict (Personal/ Interpersonal/group) • What causes conflict • Personality and conflict • Methods of handling conflict • Communication in conflict resolution • Conflict management • Understanding conflict responses • Negotiating • Mediation 	<ul style="list-style-type: none"> • Understand the nature of conflict and ways to manage it • Explain the importance of listening when dealing with conflict situations, and appreciate different listening techniques • Define negotiation and discuss the process of negotiation • Define mediation and the process of mediation • Define facilitation and the process of facilitation • Discuss problems that may arise through negotiation, in particular, balance and power and its connotations • Explain the importance of working in groups as a means of learning how to deal with group conflicts • Explain ways if understanding and dealing with different types of conflict or crisis
	COURSE DETAILS	
	<p>Delivery</p>	<p>Our instructor-led training course provides participants with an interactive session including group discussions, case study reviews and Question and Answer sessions.</p> <p>Our trainers can customise or tailor the course to your specifications or needs and deliver in-house providing you with a cost-effective and efficient training session.</p>
	<p>Duration and Location</p>	<p>Our standard structure for this course is 1 full day and can be delivered in any metropolitan or regional area of Queensland.</p> <p>Customisation is available based on individual council requirements.</p>
<p>Fees and Inclusions</p>	<p>Our training course will include:</p> <ul style="list-style-type: none"> • Instructor-led training • Statement of Attendance • Course Workbook 	
<p>PLEASE CONTACT PEAK SERVICES FOR COURSE FEES OR A PROPOSAL FOR ONSITE/IN-HOUSE TRAINING PROPOSALS</p>		<p>REGISTER NOW 07 3000 2148 FIND OUT MORE training@wearepeak.com.au wearepeak.com.au</p>