

Dealing Positively with Conflict



Conflict is inevitable but how we deal with it can have long lasting implications for team performance and outcomes. The goal of successful conflict management is not its elimination, but to reduce its harmful effects and maximise its useful ones. This is achieved by identifying and building on the constructive conflict management skills employees possess.

Participants complete the Conflict Dynamics Profile (CDP), an online assessment dealing with conflict behaviours in the workplace. The personal report generated following completion of the profile provides participants with self-awareness of what triggers conflict in them as well as how they respond to conflict with others. Based on these triggers the group explores practical approaches for improving behaviours to promote more effective workplace conflict resolution.

The workshop is highly interactive and includes analysis of specific case studies and practice sessions.

Learning outcomes and course content

- Understand the physiological response to conflict and how this influences the behaviour we choose
- Steps to handle difficult conversations and practice around a real scenario
- Understanding how to communicate more effectively
- Explore how to improve your influencing skills
- Examine real conflict situations and how they may be approached using more constructive behaviours
- Review of your personalised Conflict Dynamics Profile: how you behave during conflict, what are your triggers
- Managing emotions during conflict

Key details

Duration: Full day

Recommended audience:
Anyone in the position of
needing to manage difficult
situations & conversations
internal and externally

Maximum Participants: 15

NSW Capability Framework Alignment



"Engaging trainer and the content was clear, interactive and informative." HPCA

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