



CERTITUDE
AUSTRALIA

Managing Workplace Conflict



LEARNING OUTCOME

Participants from this presentation will benefit from the following:

- Develop greater understanding, empathy and awareness of reasons for conflict and how to differentiate healthy from unhealthy conflict; and
- Use this knowledge to more effectively work with others and deal with conflict in a constructive manner.

AUDIENCE

People and project managers

COURSE CONTENT

The workshop will cover the following topics:

- ✓ * Sources of workplace conflict;
- ✓ * Mindsets of dealing with conflict;
- ✓ * Healthy versus unhealthy conflict;
- ✓ * Conflict resolution models;
- ✓ * Your emotional intelligence and role in conflict resolution;
- ✓ * Finding common ground;
- ✓ * RNIC model of influence;
- ✓ * Establishing trust;
- ✓ * Differentiating needs from wants; and
- ✓ * Creating win-win solutions.

COMPLETION

Issue of Certificate of Completion

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COURSE STRUCTURE

1 Day

- Face-to-Face, or
- Virtual delivery