



Effective Conflict & Communication Skills

AG

PROGRAM OVERVIEW

Overview	In this workshop, participants will discover the underlying causes of conflict and the role of communication in resolving these. By recognising their own conflict handling styles and contrasting these with others, participants will learn practical skills which they can apply in a strategic and timely manner to their work and personal lives.
Who is it for?	Individuals seeking to improve their conflict resolution skills and communication skills when dealing with internal as well as external stakeholders
Duration	1 day
Delivery	Face-to-face training workshop Work-based activities, including presentations, group work and case studies
Learning Outcomes	<ul style="list-style-type: none">• Identify the benefits of constructive conflict and misconceptions on conflict• Understand the conflict cycle: causes and warning signals• Recognise communication barriers and understand the communication process• Identify personal communication and conflict handling styles• Apply active listening and effective questioning skills• Understand the role of mediation and confidentiality• Adopt a mediation or facilitation role with ease• Apply techniques to effectively manage different emotions• Understand the concept of emotional intelligence and its use in effective conflict resolution• Deliver feedback more effectively

Please contact us on [1300 950 251](tel:1300950251) for further information and booking enquiries.



Level 8, 3 Spring Street | Sydney NSW 2000
Level 13, 114 William Street | Melbourne VIC 3000
Level 6, 140 Creek Street | Brisbane QLD 4000
P: 1300 950 251 | E: admin@academyglobal.com
W: www.academyglobal.com



ISO 9001 QUALITY
Certified System