

It's Time To Stand Out

Conflict Resolution: Getting Along in the Workplace



Conflict occurs when two or more people try to take different actions or reach different goals. People who are highly competent can become ineffective during conflict. It is important to be able to identify the nature of the conflict and to separate the factual issues from the emotional issues in order to reach conclusion.

What You Will Cover:

- Interpersonal Communication
- Gender differences at work
- Guidelines for handling communication breakdowns
- Listening & questioning skills
- Giving and receiving feedback
- Activators, behaviors and consequences
- The signs and kinds of conflict
- Your conflict management style
- The 4 C's of conflict management
- How to effectively handle a conflict situation

How You Will Benefit:

- Improve your ability to strengthen your image
- Become more confident that you understand another person's message correctly
- Identify effective verbal and non-verbal communication
- Increase positive information flow to enhance productivity and performance
- Strengthen staff trust and morale
- Understand the 4 different kinds of conflict (intrapersonal, interpersonal, intragroup, and intergroup)
- Know that conflict isn't always negative
- Be able to deal constructively with conflict situations

For registration and payment details contact
One-on-One Professional Business Training

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Register now—

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2. This agreement and the rights and obligations of the parties hereunder shall be governed and construed in accordance with the laws of the State of Queensland.
3. All notices must be in writing.
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 - 3) Less than 48 Hours Notice but more than 24 Hours Notice - 25 % Refund
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- Business Writing that Works
- Change Management: Change and How to Deal With It
- Coaching: A Leadership Skill
- Communication Strategies
- Conducting Effective Performance Reviews
- Conflict Resolution: Dealing with Difficult People
- Conflict Resolution: Getting Along in the Workplace
- Customer Service Training: Managing Customer Service
- Customer Service: Critical Elements of Customer Service
- Delegation: The Art of Delegating Effectively
- Hiring Smart: Behavioral & Performance-based Techniques
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