



CONFLICT RESOLUTION

90 minute program

Overview: Clear communication, conflict resolution and how to cultivating empathy

Workplace tensions and stress are at an all time high. A healthy organisational culture depends on the strength of the relationships and shared values of its members. Clear communication which facilitates connection and understanding is vital to the health and resilience of any organisation as well as the individual.

Program Topics

- How to improve communication and create healthy relationships
- Strategies to minimise conflict
- How to maintain connection and resolve conflict peacefully
- The importance of making clear requests vs demands
- The benefit of connecting with your needs and understanding the needs of others
- Empathy, what is it and how do we do it?
- How to improve communication and create healthy relationships
- The steps to express feelings, needs and making requests

Inclusions

- Confidential pre course interview - this will assist in contextualising content and addressing core issues
- Post course survey (providing invaluable feedback from workers)
- Post course report providing feedback and recommendations
- Certificate of course delivery and attendance record as evidence
- Downloadable Workplace 'AHA' Action plan

Participants of this course receive:

- Workbook with tools and resources.
- 4-week email series to review and encourage practice

Program Benefits

- Broaden employee perspective and understanding
- Improve communication
- Enhance problem solving
- Reduce conflict
- Improve staff and customer relations
- Increase business profit
- Improve brand imagine
- Cultivate team spirit
- Reduce workplace tension
- Better decision making
- Meet WHS Legislation requirements

Delivery Format

- Face to face delivery
- 90 minute program
- Experiential processes, an impactful learning style
- Provide skills & strategies that can be implemented today
- Relaxed and engaging training style
- Meet WHS legislation requirements

Learn More

www.fasttrainingaustralia.com.au
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