

HOW TO MANAGE CONFLICT

Workshop - 3 hours **\$215.00 plus gst**

One-to-one training (per hour) **\$180.00 plus gst**

Conflict is all around us, but most people try to avoid it because they lack basic conflict management skills. Rather than react to conflict on a purely emotional level, learn to manage disputes and disagreements positively and proactively.

This workshop will teach you to recognise the causes of interpersonal conflict and to become aware of your emotional triggers to prevent explosive situations. This workshop trains you to learn new strategies of conflict management that will improve your work and personal life.

WHO SHOULD ATTEND:

- ▶ Managers and supervisors who need to resolve conflict situations
- ▶ Customer service staff who deal with high volumes of customers and need to resolve potential situations of conflict on a regular basis

BENEFITS:

- ▶ Improve your listening and communication skills
- ▶ Practice effective methods of intervention and conflict management
- ▶ Learn strategies for dealing effectively and respectfully with people in conflict

TOPICS:

- ▶ Identify your conflict management style
- ▶ Identify the causes of conflict and the onset of a conflict situation
- ▶ Conflict "in the moment" and steps to diffuse
- ▶ Dealing with difficult people
- ▶ Learn the different ways in which people choose to address conflict

REGISTRATIONS:

Contact Natalie on 869-1445

Email: gistraining@bdo.co.nz

Online: www.buseducation.com

IN-HOUSE TRAINING:

Would your organisation benefit from customised training? We will deliver any of our programmes in-house and tailor them to the specific needs of your organisation.

CANCELLATION POLICY:

If a registrant wishes to cancel, five working days notice is required to receive a refund, less a 10% administration fee. If you are unable to give five working days notice, arrangements can be made at the discretion of BDO Training to transfer to another workshop or for another person to attend. Unless such notice is given, full workshop fees are payable and refunds will not be given.

BDO Training reserves the right to cancel or postpone a workshop. At this time you can either:

1. Receive one-on-one training on the workshop topic; or
2. Transfer to another workshop (if you are using a NZTE Capability Development Voucher, please contact the Regional Partner to see if this can be transferred); or
3. Have the workshop fee refunded in full.