

## CONFLICT MANAGEMENT

Conflict is often inevitable, however when it does occur it is essential to deal with it in a productive manner. This course will assist you in developing strategies to handle conflict in ways that will enable growth and change.

### Content

- The causes and dynamics of conflict.
- Managing and transforming conflicts.
- Dealing with difficult people.
- Effective communication skills.
- Managing emotions of others and self.
- Standing up for oneself in a respectful way.

### Outcomes

- Identify different conflicts styles including your own.
- Understand the main causes and dynamics of conflict.
- Develop strategies to avoid escalation of conflicts.

### Who Should Attend

This course will be of greatest benefit for people working in diverse or small teams that strongly depend on internal collaboration and people working with a different range of clients and stakeholders.

### Benefits to You and Your Organisation

Participants will improve techniques to manage conflicts effectively, learn how to create win-win situations and how to build better rapport based on mutual understanding and common interest, avoid escalation of conflict which increases the overall efficiency of your organisation and help to avoid staff turnover.

### Competency Framework

First Line Manager Common (ASO2-ASO5)  
Middle Manager Core (ASO6-ASO8)

### Facilitator

Thilian Legierse

### Contact

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08 8212 7555

### Duration

1 full day  
9:00am-4:30pm  
8:45am registration

### Dates & Bookings

[Please refer here](#)

### Location

Level 6, 12 Pirie Street  
Adelaide SA 5000

### Inclusions

Workbook, morning tea, lunch and refreshments

### Costs

Professional Members \$460  
State Gov Members \$495  
Corporate Members \$505  
Non-Member \$575

