

Conflict Management & Resolution **One Day Workshop**

Moving from disagreement to cooperation.

CONTEXT

There are some people who, quite simply, make your life a misery. Unfortunately you can't change them. Fortunately you can learn how to deal with the conflict you have with them so that you are more likely to achieve your needs and desired outcomes. The ability to deal with difficult people and resolve conflict will make you feel more in control and less stressed.

OVERVIEW

This workshop is designed to extend participants' awareness and understanding of the issues involved in managing conflict and in particular dealing with difficult people. The workshop will draw on participants' own examples of 'conflict' and will provide insights into what motivates the different players in a conflict and the most effective strategies for negotiating effectively with them. The workshop will also canvas the ways in which participants can inadvertently make things worse and which approaches work best to assist in achieving and resuming effective relationships.

This workshop explores:

- establishing effective boundaries for working relationships
- identifying the sources of conflict
- what motivates difficult behaviour
- choosing the right response for the behaviour
- strategies for creating goodwill, understanding and collaboration

PRESENTER

Acorn's trainers are world class, with qualifications and experience in a number of specialised areas. Trainers presenting this workshop have years of experience and knowledge in facilitation, motivation and conflict management. Our trainers use a range of training methods with a strong emphasis on incorporating different learning techniques to ensure the success of each workshop. Their approach to training is highly practical with small class sizes to allow maximum learning opportunities.

SCHEDULE

9:00am	WELCOME: Icebreaker
9.30am	<p>PRINCIPLES OF CONFLICT MANAGEMENT</p> <p>Managing conflict requires us to understand the motivations and needs of ourselves and those with whom we are negotiating. Difficult behaviour and challenging situations are often caused by misunderstandings and assumptions that can sometimes be very easily and simply remedied.</p>
10:30am	<i>Morning Tea (20 Minutes)</i>
10.50am	<p>CREATING GOOD WILL AND UNDERSTANDING</p> <p>This session explores what motivates or drives different types of behaviour including our own 'difficult' responses. It highlights the importance of 'saving face' and creating 'golden bridges' for our negotiating partners to cross. Participants will gain a clear understanding of just how essential it is to clarify the goals and expectations of the conflict management process.</p>
12.30pm	<i>Lunch (1 hour)</i>
1.30pm	<p>UNDERSTANDING WAYS</p> <p>Creating greater understanding and co-operation requires an understanding of what is achievable. Attaining and maintaining control needs an appreciation of the importance of timing including when to walk away from a difficult situation or person.</p>
3:00pm	<i>Afternoon Tea (20 Minutes)</i>
3.20pm	<p>WHEN THE 'SOLUTION' IS THE PROBLEM</p> <p>Jumping to solutions is just as dangerous as jumping to conclusions. This session explores what makes an agreement practical and liveable. It assists participants to understand why bad agreements or solutions are often the source of significant conflict in and of themselves.</p>
4:45pm	FINAL REVIEW
5:00pm	Finish

Past Attendees had the following things to say:*'very motivating'**'Helped me with some useful techniques'**'extremely helpful in brushing up on resolution techniques'*

Enrolment Form - Conflict Management & Resolution.

Send this form to Acorn: Fax (02) 6217 7001 or e-mail to courses@acorntraining.com.au

Venue: Acorn Training Centre: 74 Townshend St Phillip

Course date:

Time: 9.00 a.m. to 4.30 p.m.

Person 1	_____	e-mail	_____	date	_____
Person 2	_____	e-mail	_____	date	_____
Person 3	_____	e-mail	_____	date	_____
Person 4	_____	e-mail	_____	date	_____
Person 5	_____	e-mail	_____	date	_____
Person 6	_____	e-mail	_____	date	_____

Organisation _____ Branch/Division _____
Address _____

Phone No _____ Fax No _____

Payment Details

Total price \$545 x _____ attendees = \$_____ \$495 early bird price (early bird applies up to three weeks before the date of the workshop).

1. Credit Card (Amex, Diners, Visa, MasterCard)

Name _____ Card No _____

Expiry date _____

2. Invoice

Signed off by _____ Name _____

Email invoice to: _____

Terms: Payment is due on or before the day of the course. Cancellation is accepted more than seven days prior to the course date otherwise another person may be substituted. You have purchased a place on the date shown above; changing your booking to a later day incurs an administrative fee. We suggest you send a substitute if you can't come at the last minute.

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