

CONF101

Identifying & Responding to Conflict

Develop your team members' conflict resolution skills and empower them to alleviate stressful situations

CONF101 is a session that equips participants with the necessary tools to minimise the impact of conflict and hostile situations in the workplace. Participants will learn about the drivers of conflict, as well as how to identify and respond to various conflict styles.

Seminar Overview

- Drivers of Conflict
 - Understanding Client Profiles
 - What is Conflict?
 - 8 Drivers of Conflict
- Conflict Resolution Strategies
 - The Four Colours
 - Mediation
 - Strategies for Minimising Conflict
 - Managing Conflict in a Virtual Environment
- Managing Hostile Situations
 - Why Do People Become Hostile?
 - Recognising the Cues
 - The Aikido Principle
 - Addressing Hostility
 - Post Incident Management
- Enhancing Communication Skills
 - Active Listening
 - Encoding & Decoding
 - Blind Draw
 - Successful Communication Tips
- Managing Competing Demands
 - Prioritising Tasks
 - Bullying & Harassment



Duration: 3 hours

Reference Material: Provided

Suggested Participants

- Managers
- Team Leaders
- Administration Staff
- Reception Staff
- Shift Supervisors

Suitable For

- Aged Care
- Disability
- Community Services
- Child Care

Face-to-Face Inhouse Sessions available upon request

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