



CONFLICT RESOLUTION TRAINING

Who should attend – It is recommended that all employees in your organisation attend to gain a sound understanding of how to manage Conflict and how to **enhance appropriate communication in the workplace**. Don't wait till a small issue becomes a major issue, 'NIP IT IN THE BUD'.

If not handled quickly and appropriately Workplace Conflict can escalate causing employees to demonstrate many negative behaviours which will have costly repercussions including but not limited to increased absenteeism, poor work performance, possible Workcover Claim due to stress at work and client/residents dissatisfaction.

Topics covered:

- Gain an understanding of what is Conflict
- Classification, types of Conflict, styles of Conflict & how to use styles appropriately
- The Conflict Process
- Conflict Resolution Skills
- How to respond to resistance
- Creating an Harmonious Workplace
- Benefits of resolving conflict
- Strategies on how to deal with conflict
- Discussion on how to create and implement a protocol on how to communicate appropriately in the Workplace

Participants will undertake activities and discussion during the session

All participants will receive a workbook and handouts and Certificate of Attendance

Outcome:

By the end of the training session attendees will have gained an understanding of effective conflict resolution process and how it impedes on organisational effectiveness and business performance.

Date:	Tuesday 17 February 2015
Time:	1.00pm to 4.00pm
Venue:	Pinnacle HR, 33 Hutt Street, Adelaide. Level 1 (No lift access)
Cost:	Standard Fee: \$280.00 (GST inclusive) per person
	Members Discount: \$240.00 (GST inclusive) per person

To register for training please complete the information below.

Then fax this form to Pinnacle HR on 8224 0107 or email to admin@pinnaclehr.com.au

(PLEASE PRINT)

Name of Participant(s)

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Organisation

.....

Address

.....

Phone

Fax

Email

Members Discount:	One Session:	\$240.00 (GST inclusive) per person
	Both Sessions:	\$440.00 (GST inclusive) per person
Standard Fee:	One Session:	\$280.00 (GST inclusive) per person
	Both Sessions:	\$540.00 (GST inclusive) per person

Managing Poor Performance & Challenging Behaviour Training
9.30am to 12.30pm Tuesday 17.02.2015

Conflict Resolution Training
1.00pm to 4.00pm Tuesday 17.02.2015

LUNCH WILL BE PROVIDED IF ATTENDING BOTH SESSIONS

Venue: Pinnacle HR, 33 Hutt Street, ADELAIDE Level 1 (No Lift Access)

Date: Tuesday 17.02.2015;

Time: 9.30am to 12.30pm and 1.00pm to 4.00pm

Parking: Is available in the public car park in Pirie Street.

TERMS AND CONDITIONS

- Telephone bookings will not be accepted. Payment must be received to confirm your place
- Payment must be received 5 working days before the commencement of the training.

PAYMENT - Payment can be made via cheque made out to Pinnacle HR Inc or directly credited to National Australia Bank, BSB: 085-042, Account: 639-858-737 or VISA / MasterCard:

Card Number

Expiry Date /

Card Holders Name:

Email Address for Sending Payment Confirmation:

CANCELLATION TERMS AND CONDITIONS

Please note cancellation terms and conditions attached.

Client Cancellation Policy:

1. All cancellations must be notified in writing to admin@pinnaclehr.com.au Registrations for Training may be cancelled up to five (5) working days prior to the Training date and participants will receive a full refund.
2. Registrations for Training which are cancelled with less than five (5) working days notice prior to the Training date will not receive a refund.
3. Where a participant does not attend the full training fee will be charged.
4. Where the participant cannot attend they may arrange for an alternative employee to attend by giving not less than two (2) working days notice.
5. Payment must be made not less than five (5) days prior to commencement of the Training.