



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

****Important:** This training session can be customised to address any issues that are specific to your 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 the extent and effect of bullying and harassment and how it impedes on organisational effectiveness and business performance.

Facilitator: **Anna Farrugia** – If you require further clarification please contact Anna on 8232 2820 or anna@pinnaclehe.com.au

Allow 3 hours per Training session

Venue: On site - Max participants 25-30 per session

Cost:
Members: Metro Area - \$1,400 per session (Ex GST)
Non-Members: Metro Area - \$1,600 per session (Ex GST)
Regional Area - Travel Expenses extra

Conflict Resolution Training On Site - Booking Form

To book your session(s) for on-site training please complete the form below.
 Then fax this form to PINNACLE HR on 8224 0107 or email to anna@pinnaclehr.com.au

Contact Name Position:

Organisation

Please tick: Member Non-Member

Street Address

Phone

Fax

Email

No of sessions required:

Preferred Date Time:.....am/pm

Estimate No of Participants per session

Preferred Date Time:.....am/pm

Estimate No of Participants per session

List any issues or topics you would like addressed in the session:

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I hereby understand and accept the Terms of Engagement:

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Signature Date

Cost: **Members:** Metro Area - \$1,400 per session (Ex GST)
 Travel included

Non-Members: Metro Area - \$1,600 per session (Ex GST)
 Regional Area – Travel Expenses extra

PAYMENT

Payment can be made via cheque made out to PINNACLE HR or directly credited to National Bank,
 BSB 085042, Account 639858737

PINNACLE HR

TERMS OF ENGAGEMENT

CANCELLATION Policy

Cancellation of this training session must be received at our office in writing at least 3 working days before training is to commence. Failure to do so may result in your organisation being invoiced for costs already incurred by us relating to this training session.

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GST

A GST of 10% will be applied to all relevant charges. PINNACLE HR is registered for GST purposes and our ABN is 54 507 165 001. PINNACLE HR is registered under the GST legislation and will provide you with a tax invoice to enable you to claim tax credits, as appropriate.

Billing

Our terms of payment are strictly 14 days from the issue date of the invoice and PINNACLE HR reserves the right to recover any outstanding amounts.