



TRAINING SESSIONS

PURSUIT
PEOPLE SOLUTIONS

LUNCH & LEARN

Resolving Conflict

COURSE OBJECTIVE

To develop an understanding of their preferred conflict management style and how they can be more flexible in their response to conflict.

COURSE CONTENT


- The truth about conflict and unresolved conflict.
- Five conflicting management styles.
- How to determine your personal conflict management style.
- Using the different styles in different situations.
- Expressing your emotions through assertive communication.

WHO SHOULD ATTEND? *Anyone who would like to:*

- Have more strategies for responding to conflict.
- Utilise assertive communication skills to voice a positive response.
- Interaction with clients and work colleagues without conflict.

COURSE RATIONALE

To give participants an understanding of the different ways to manage conflict and their preferred response to it. This course provides attendees with options on how to be assertive in a variety of situations.

 **CALL TODAY**
08 8104 0707

website
www.pursuitpeoplesolutions.com.au

email
linda@pursuitrecruitment.com