

# CONFLICT RESOLUTION

*Peace is not the absence of conflict, but the successful resolution of it.*

Conflict is all around us, in our working and personal lives. Knowing how to deal with it in a proactive way is the key. Effective conflict resolution skills can make the difference between positive and negative outcomes. This workshop is designed for all levels within an organisation, and will identify the causes of conflict and how to effectively deal with them

## Workshop outline

- How can conflict be managed successfully?
- Constructive and destructive resolution of conflict
- Stages of conflict
- Range of responses to conflict
- Methods of conflict resolution
- Mapping the conflict
- Using the win/win approach
- Effective communication
- Verbal and non-verbal communication skills
- Active listening
- Strategies and skills to respond constructively to conflict in the workplace and your personal life.
- Scripts for having difficult conversations

## Learning outcomes

At the end of this workshop you will be able to:

- Identify the signs of actual or potential conflict and the stages of conflict
- Understand the effect of attitudes, values, beliefs and actions involved in conflict
- Demonstrate strategies and skills which result in constructive resolution of conflict

## Time

8.30am- 4.00pm

## Cost

**\$245.00**

## Where

2nd Floor, Highway Arcade  
47 Stuart Highway, Stuart Park

## Refreshments

Morning tea, lunch & afternoon tea are provided

For more information, please contact us at:

EASA Darwin T. (08) 8941 5661 F. (08) 8941 0746

E. easadarwin@easa.org.au [www.easa.org.au](http://www.easa.org.au)

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