

# Skills and Training



## Conflict Resolution Essentials

### Course Content

This workshop has been developed to assist individuals to better identify and manage conflict in the workplace. It will take a close look at the following:

- Causes of conflict
- Conflict resolution styles
- Manage negotiations to resolve conflict
- Turning conflict into opportunity
- Complaints resolution process

### Learning Outcomes

- A Personal Action Plan
- Know and understand causes of conflict
- Apply conflict resolution strategies
- Greater confidence dealing with conflict in the workplace

### Who should attend?

This course is designed for all people working in the 'front line' of business:

- Sales people

- Customer service staff
- Telephone enquiry staff
- Receptionists
- Personal assistants
- Sales assistants
- Field staff

### Delivery Information

Duration: 2 hours

Locations: State-wide

### Investment

\$ 175 TCCI member

\$ 260 non-member

### More Information?

Call 1300 559 122 today to discuss your training needs including on-site or customised delivery or email

[training@tcci.com.au](mailto:training@tcci.com.au)