

# General 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:

- Understanding the causes of conflict
- Different conflict resolution styles
- Improve the confidence of the participant dealing with conflict in the workplace
- Manage negotiations to resolve conflict
- Turning conflict into opportunity
- Resolving complaints
- Developing a Personal Action Plan

### Delivery Information

Duration: 2 hours

Locations: Hobart

Launceston

N.B. Workshops can be customised and delivered on site.

### 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

### Investment

\$ 140 TCCI member

\$ 210 non-member

Call today to discuss your training needs including onsite or customised delivery or email [training@tcci.com.au](mailto:training@tcci.com.au).