



## Creative Conflict Management

The two days enables participants to explore their personal reactions, develop strategies and interact in a case study analysis, applying the strategies and tactics to produce a planned result.

### Aim

To enable participants to understand the different levels of conflict and learn to respond not react, manage emotions and empower the parties to achieve a win/win situation.

### Agenda

- The stages of conflict
- Analysing the levels of conflict
- Reaction or response
- Effective strategies for responding
- Tactics & negotiating skills
- The planning process
- Empowerment in conflict
- Application of the plan
- Analysing the results
- Action planning that achieves win/win

### Resources

- Training manual

### Length

2 Day Workshop

### Location

First Floor, 186 Hutt Street,  
Adelaide SA, 5000

Or In-House For Staff Development

### Pre-requisite

None

### Class Size

8-12 per class

### Trainers

Catherine Logue  
Kate Johnstone  
Trevor Keeling

### Dates

By Appointment



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