



Peak Services delivers deep expertise in the local government sector. We understand the business of councils. Challenge us.

RESOLVING CONFLICT – 1 DAY COURSE

AUDIENCE	SHORT COURSE TOPICS	LEARNING OUTCOMES
<p>This course is suited to all staff who want to strengthen their conflict resolution skills. Participation will assist participants develop practical skills to help identify the needs of customers and strategies to achieve these needs.</p> <p>This course also reviews the challenges that may arise from client conflict but external and internal.</p>	<ul style="list-style-type: none"> • Conflict management styles • The 5 communication styles (Thomas Kilmann) • Resolution process • Working on the issue • Anger management • Gaining control • Dealing with angry people • Managing your environment • Interview strategies • Vexation and nuisance complaints 	<ul style="list-style-type: none"> • Improved conflict management skills • Understanding resolution process • Skills to manage conflict situations • Using the right tone and body language to alleviate conflict challenges • Improved negotiation techniques • Achieving agreeable solutions



COURSE DETAILS	
Delivery	<p>Our instructor-led training course provides participants with an interactive session including group discussions, case study reviews and Question and Answer sessions.</p> <p>Our trainers can customise or tailor the course to your specifications or needs and deliver in-house providing you with a cost-effective and efficient training session.</p>
Duration and Location	<p>Our standard structure for this course is 1 full day and can be delivered in any metropolitan or regional area of Queensland.</p> <p>Customisation is available based on individual council requirements.</p>
Fees and Inclusions	<p>Our training course will include:</p> <ul style="list-style-type: none"> • Instructor-led training • Statement of Attendance • Course Workbook

PLEASE CONTACT PEAK SERVICES FOR COURSE FEES OR A PROPOSAL FOR ONSITE/IN-HOUSE TRAINING PROPOSALS

**REGISTER NOW
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FIND OUT MORE
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