



Conflict Resolution



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🕒 1 day 📍 Live Online, Face-to-Face, Workplace 💰 \$ 900

You will be able to identify and deal effectively with difficult behaviours and situations through positive communication, active listening, and problem-solving skills.

As your understanding of your environment grows, you'll continue to gain a better insight into why people act the way they do, and have strong self-reflection skills so you understand how you personally deal with conflict.

Participants in this course attend for a range of reasons. Some have ongoing conflicts at home, work, or both and want to understand how to manage it better. Some find themselves in the middle of professional conflict and their workplace wants them to be able to unpack and resolve it. Some are moving into junior leadership or management positions and want to be prepared.

We encourage any working professional to consider attending this course, regardless of age or experience, as today's workplace relies heavily on effective communication.

The ability to move past conflict and into collaboration is a priceless skill to have.



Discover more at swi.nu/conflict

Course highlights

- Understand types of conflict in the workplace and how it can manifest.
- Recognise the different ways conflict can be expressed; such as aggression, assertion, and passiveness.
- Develop effective conflict resolution strategies as you deal with difficult situations and people.
- Explore the use of assertiveness, active listening, communication, body language, and teamwork to overcome conflict.
- Respond to diversity.
- Leverage grievance and conflict resolution procedures.

Who should attend?

Individuals at all skill levels who are seeking to learn how to deal with many forms of conflict in the workplace.

Learning objectives

By completing this course, participants will be able to:

- Understand what creates conflict in the workplace.
- Gain insight into certain behaviours and know how to mitigate them.
- Grow your emotional intelligence.
- Use a range of different communication styles.
- Learn active listening and problem-solving skills.
- Receive a participant course training manual to take with you.

What you can expect

- A workbook to take home or to work that you can reference back to.
- Learn alongside professional peers, and network.
- Pathways to continue your studies with Swinburne Edge.
- The immediate knowledge and confidence to implement your new skills.

Pre-course work

There are no pre-requirements for this course.

Dates

View dates and register for this course.

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The Swinburne Edge difference

Swinburne Edge is a division of Swinburne University that exclusively services professionals. We offer professional development to people with existing skills and experience, who are ready to up-skill or formalise their skills for their next career stage. Immerse yourself in a Swinburne Edge short course or qualification to enhance your current knowledge with fast-tracked, practical learning that gets you to your goal faster.

For further information, contact our Continuing Professional Education Advisors on 1800 633 560 or edge@swinburne.edu.au.




"This course was very relevant to my role. Great content and delivery. The facilitator really knows her content, she's very engaging and great at gaining participation."

Vicky
Participant,
Conflict Resolution





Contact us

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