

# conflict management

fmi course number: PE02

Duration  
1 day

## .....course overview

The skills to manage and help resolve potential conflict are crucial for people working in organisations. Whether you're a manager, team leader or a team member, it is essential to be able to deal with disagreements and conflicts in a positive way that enables people and organisations to develop and change in challenging times.

This very practical course enables you to identify common types of conflict in work situations and develop and implement strategies and skills to manage conflict in a positive way .



## .....key content

- Conflict situations in the workplace
- Strategies for managing conflict
- Conflict management styles
- Needs and wants in conflict situations
- Negotiation and mediation in conflict
- Assertiveness in conflict
- Strategies to minimise future conflict

## .....what objectives can I achieve?

1. Identify conflict situations in the workplace
2. Identify strategies for managing conflict
3. Analyse conflict management styles
4. Analyse needs and wants in conflict situations
5. Negotiate and mediate effective outcomes to conflict
6. Apply strategies to minimise future conflict



## Who this course is useful for

All people who wish to manage conflict as part of their role at work

### Resources for this Course

A **Learning Guide** is provided for this course. It contains notes and can be used for participant's own notes.

### Assessment

There is no formal assessment in this course

### Dates and locations

**Course Dates:** Sydney

For dates please see FMI Public Course Calendar at [www.frontlinemanagementinstitute.com.au](http://www.frontlinemanagementinstitute.com.au)

**Time:** 9am to 4.45pm

Location is close to Sydney CBD. You will be advised of the exact location by email one week prior to commencement.

### Fees

For fees please see FMI Public Course Calendar at [www.frontlinemanagementinstitute.com.au](http://www.frontlinemanagementinstitute.com.au)

### Corporate Versions of this Course

This course can be tailored for corporate requirements as an in-house course.

### Booking

To book, phone +6129660 0199

Email fmi to find out how we can help you:  
[fmi@managementcando.com](mailto:fmi@managementcando.com)

### Contact frontline management institute

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Location & Post

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