

Communication and Conflict Professional

Course Content

This workshop focuses on the foundations of effective and professional communication and conflict resolution techniques. Combining two of our most popular courses, Communication Essentials and Conflict Resolution Essentials, participants will develop a strong understanding of how effective communication can potentially avoid conflict situations but also how to manage conflict when it arises.

The full day program includes:

- Communication Styles
- Active listening and using your voice effectively
- Communication tips and techniques
- Causes of conflict
- Resolution styles
- Turning conflict into opportunity

Learning Outcomes

By the completion of this program participants will develop:

- Understand preferred communication methods
- Use common barriers and strategies to be more effective in communication
- Have greater confidence interacting with others

- Know can understand causes of conflict
- Apply conflict resolution strategies
- Have greater confidence dealing with conflict in the workplace

Who should attend?

This course is suitable for any employee who is required to work as part of a team and for those employees who are regularly dealing with clients and customers.

Delivery Information

Duration: 5 hours
Location: State-wide

Investment

\$ 395 TCCI member
\$ 595 non-member

More Information?

Call 1300 559 122 today to discuss your training needs including on-site or customised delivery, or email training@tcci.com.au