

# Conflict Management

## Overview

Conflict is part and parcel of life. We work in a very diverse and at times challenging and stressful professional environment. Many colleagues, clients and stakeholders have different views, needs and values than ours. This can lead to misunderstandings, irritations, disagreements and at times conflict. Conflict in itself is normal and not the issue; the way we deal with conflict is. When conflict is dealt with in a productive manner it creates opportunities for growth and change. Dealing with conflict in a destructive manner leads to a break-down of working relationships, increased stress and a low morale.

## Competency Framework:

First Line Manager Common/  
Core (ASO2 -ASO5)  
Middle Manager Common/  
Core (ASO6 -ASO8)

## Facilitator:

Thilan Legierse

## Duration:

1 full day  
9:00am – 4:30pm  
(8:45am registration)

## Dates:

Please refer [here](#).

## Location:

Level 6, 12 Pirie Street  
Adelaide SA 5000

## Inclusions:

Morning tea and  
refreshments.

## Cost:

Professional Member: \$460  
State Gov. Member: \$495  
Corporate Member: \$505  
Non-Member: \$575

## Contact:

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e: [enquiries@sa.ipaa.org.au](mailto:enquiries@sa.ipaa.org.au)

## Content

Topics to be covered include:

- The causes and dynamics of conflict.
- Managing and transforming conflicts.
- Dealing with difficult people.
- Effective communication skills.
- Managing emotions of others and self.
- Standing up for oneself in a respectful way.

## Outcomes

At the end of the course you will be able to:

- Identify different conflicts styles including your own
- Understand the main causes and dynamics of conflict.
- Develop strategies to avoid escalation of conflicts

## Who should attend?

This course will be of greatest benefit for people working in diverse or small teams that strongly depend on internal collaboration and people working with a different range of clients and stakeholders.

## Benefits to you and your organisation

Participants will improve techniques to manage conflicts effectively, learn how to create win-win situations and how to build better rapport based on mutual understanding and common interest. avoid escalation of conflict which increases the overall efficiency of your organisation and help to avoid staff turnover.

## Testimonial:

*"Thilan Legierse is fantastic I really enjoyed the way she ran the course. I hope to run in to her again in the future. Thilan's experiences sound amazing."* – 09 December 2017