



# Practical Conflict Management

## Increasing your skills in managing conflict

Many people often feel uncomfortable about dealing with **conflict**. To manage **conflict** it is essential that you learn how to work with it and manage it actively. Working with, and **managing conflict** means being able to articulate the problem you are experiencing or seeking to solve, and what makes it difficult for you and others when you are in **conflict**. Having already developed useful skills and techniques will help you respond more effectively to situations that involve **conflict**.

### DATE AND TIME

Thursday 6<sup>th</sup>  
December 2018  
9.00am – 4.00pm

### VENUE

The Grainhouse  
Conference Room  
30 Phillips Street  
Thebarton  
South Australia

### COST

\$555 per person  
includes GST,  
Workbook, Lunch  
Morning and  
Afternoon Tea

### TO REGISTER

RSVP to IOD Office  
Email: [info@iod.com.au](mailto:info@iod.com.au)  
Tel: 08 8346 0172

### Cancellation Policy:

Workshop fees are non-refundable on cancellation or withdrawal up to 5 working days prior to the commencement of the workshop.

## Workshop Content

- Discover how easily **conflict** can escalate and what to do about it
- Acquire useful models for understanding different types of **conflicts**
- Understand the importance of managing emotions during **conflicts**
- Learn practical and easy-to-use techniques for responding to **conflict**
- Learn how to manage others in **conflict**
- Discuss real situations in a confidential space
- Develop an Action Plan to manage current and future **conflicts**

## Who will benefit

Managers, team leaders and people wanting to improve their ability to **manage conflict** in their personal life or their workplace. This workshop is especially suitable for more senior or experienced leaders, and people whose work requires them to engage with and to manage conflicts whilst retaining effective relationships, such as those in HR or WHS.



### About the presenter

The **Practical Conflict Management** workshop will be presented by Shelley Rogers, the Principal Consultant of Individual & Organisational Development. She is an Organisational Psychologist, with over forty years' experience working in a range of education, training, employment development and research areas in all tiers of government in urban and rural Australia and in a variety of public, private and community organisations with people from a diverse range of backgrounds. Shelley works primarily in organisational settings using a wide range of organisational and clinical tools including goal setting, organisational and cultural values development, coaching, hypnosis, and communication skills development.

### About Individual & Organisational Development (IOD)

Individual & Organisational Development (IOD) was established in 2004 to provide effective advice, directions and solutions to individuals and organisations. Using the latest evidence-based psychological principles and practices IOD helps organisations and individuals bring about desired changes.