



Australian
Institute of
Management

CDU Short Courses

CONFLICT RESOLUTION

A 2 day course developed by the Australian Institute of Management and facilitated by Charles Darwin University.

This course provides an in-depth exploration of the drivers of conflict and the skills you need to effectively intervene and facilitate positive outcomes. It demonstrates a pragmatic approach that will assist you to address issues and resolve conflict.

THIS COURSE IS RIGHT FOR YOU:

If you're already a strong communicator looking to extend your skills to effectively manage workplace conflict.

YOUR EMPLOYER WILL BENEFIT BECAUSE:

You'll have the skills and confidence to recognise, address and resolve workplace conflicts.

LEARNING OUTCOMES:

- Identify and respond to different drivers of conflict
- Apply a solutions focused approach
- Employ proven conflict resolution strategies
- Deal with emotive situations

FOR MORE INFORMATION CONTACT

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