



Australian  
Institute of  
Management

CDU Short Courses

# CONFLICT RESOLUTION

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*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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