

Course Outline

“think
learn?
succeed”

“smart training for clever people”

FAST Ways to Resolve Conflict

1 Day

Conflict at work can be hard to avoid. But after this workshop you'll be able to find FAST ways to move forward. Hear how to work out what's really wrong when conflict sparks. Identify the needs and concerns that matter in a conflict. Build creative solutions to problems and overcome game-playing or negativity. This course will raise your confidence and give you practical tools in conflict management.

What you'll learn to do in this course

You'll come out of this session with powerful tools for handling conflict at work and at home. We'll bring theory to life and tell you how to succeed. You'll talk through examples and enjoy practical exercises. At the end of the course, you should be able to:

- Use the FAST model to plan your approach to conflict
- Identify the key issue in complex conflicts
- Map needs and concerns during a conflict
- Generate options to resolve a conflict
- Close negotiations on a positive note – even in tough situations
- Handle the games people play during conflict

Topics you'll cover

- What is conflict resolution?
- Focus on the issue
- Asking about needs and concerns
- Thank your 'opponent'
- Don't take the bait!

What others have said about the course...

'Very, very informative and practical, easy to follow concepts and I feel more confident'

Maria. Autism Spectrum 2013

'Was practical and directly applicable to my workplace. Gained several skills to enhance my performance at work'

Nicole. Woollahra Council 2013

'Well put together presentation which utilised real life examples to illuminate the concepts'

Casey. University of Western Sydney College 2015

'Positive, the communication was kept affirming, space was made safe'

Barbara. Calvary Mater 2015



Book your training NOW

Call Eleanor Shakiba on 0433 126 841

Download course information at www.thinklearnsucceed.com.au