

Managing Conflict in the Workplace

How to deal with conflict between peers, staff and customers

This course assists ALL supervisors and managers to better understand how to take on a management approach in dealing with conflict, and to learn how to resolve and turn conflict into positive outcomes using accepted techniques.

Learn how to:

- Identify conflict situations and take swift and tactful actions to prevent any escalation;
- Find solutions to the conflict by considering, accepting and respecting all points of view;
- Manage the conflict through effective communication techniques; and;
- Complete reporting documentation accurately and legibly.

DURATION: One Day

**CMAA
Members**

☆ \$330 inc GST

**Non
Members**

☆ \$550 inc GST

ACCM POINTS

CMAA Members & CMDA Affiliates earn 12 points for successful completion of this course.

 **REGISTER**

PHONE (02) 9746 4199
EMAIL training@cmaa.asn.au
ONLINE www.cmaa.asn.au

