


IN PERSON

COURSE

Managing Conflict in the Workplace

 1 day, in-person course

 www.cmaa.asn.au



ACCM Points

CMAA Members & Affiliates

attending will earn:

12 ACCM POINTS

for the successful completion of this course



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.

CMAA Members

\$350 inc GST

per person

Non-Members

\$550 inc GST

per person

 Management Level

Club Staff &
Club Managers

 Delivery Method

In Person

 Department

IR & HR



CLUB MANAGERS'
ASSOCIATION
AUSTRALIA



REGISTER TODAY

www.cmaa.asn.au

OR contact 02 9746 4199 or training@cmma.asn.au