

## Management Development Program: Communication and Conflict Skills

Conflict is a normal part of work life. Left unchecked, conflict can lead to a breakdown in communication, bullying, and poor work outcomes. Learning to resolve conflict helps improve relationships, develop more effective leadership and creates a strong team environment.

### Overview

This Management Development Program is perfect for managers and leaders who want to improve their response to conflict and improve their ability to have constructive conversations. In addition, the program will develop awareness and skills to help manage workplace bullying. **Communication and Conflict Skills** comprises of three sessions where you will learn:

#### Constructive Conversations for Managers (2 hours)

- What constitutes a constructive conversation and the importance of having them in and out of the workplace
- How to prepare yourself for one of these conversations
- Steps you can take to increase the effectiveness of your constructive conversations.

#### Workplace Bullying and Harassment for Managers (2 hours)

- What constitutes bullying and harassment in the workplace
- Understand the detrimental impacts of workplace bullying and harassment and what key actions leaders and management can take to foster prevention
- Key principles that should be applied when handling reports of workplace bullying and harassment and a framework of skills that will help you address a complaint.

#### Conflict Resolution: Building Healthy Workplaces (2 hours)

- The benefits of proactively managing and resolving disagreements at work
- How to use the TKI model to build skill in conflict resolution
- How to flex your ability? To de-escalate tense situations and work better with others.

All sessions include Q&A and activities which allow participants to ask an expert facilitator specific questions regarding the content or assistance in solving a particular problem faced at work.

Please note: It is important that the people attending the program can attend all 3 sessions, i.e. the 3 sessions build on each other with learners growing their skills over time.



## Benefits:

- Building trust with others
- Improved relationships
- Promote team building
- Employee retention
- Effective leadership.

## Who is this program for?

- Managers and leaders who want to learn how to skilfully engage in potentially difficult conversations with colleagues, peers, and direct reports
- Anyone wanting to upskill or refresh their learning on the topic
- Anyone who wants to learn how to skilfully harness and manage conflict for positive outcomes with colleagues, peers, direct reports, and managers
- The program is relevant to a wide range of sectors for all professionals who want to develop their interpersonal skills.

## Dates:

Refer to the Registration Calendar.

## Location:

Online via Zoom.

## Price:

\$960 excl. GST or 5 TFF Hours (cost is for one program, i.e. 3 sessions).

If you would like to organise the program for your employees face to face or for your organisation only, please speak to your main contact at AccessEAP or Newport & Wildman.

## Complimentary sessions:

- Management Development Program: Foundational Skills
- Management Development Program: Wellbeing Management Skills
- Management Development Program: Leadership Skills

## To register:

Book directly via the registration link [here](#).

If you have any queries, please reach out to your main contact at AccessEAP or Newport & Wildman.

