Handling conflict and complaints is tough. The Worklinks Conflict resolution training will guide you through common challenges and provide you with highly beneficial and practical examples of effective conflict resolution techniques.

**Fight, Flight or Friendship Aims:**
- Enable participants to identify different approaches that can be used to manage conflict.
- Explain the advantages and disadvantages of five key approaches used in managing conflict.
- To identify when it is appropriate to use the various approaches.

**Changing Perceptions and Emotions Aims:**
- Raise awareness of how perceptions of situations influence our emotions and behaviour
- Types of unhelpful thinking we can identify in our perceptions
- Identify how to change unhelpful thinking in a situation of the participant’s choosing

**Dealing with Complaints Aims:**
- The benefits of dealing with complaints in a timely and effective manner.
- Complaint scenarios and how these could be handled effectively.

2023 Schedule
To book or view further information, click on book now

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