



8

or more staff?  
We can deliver  
this training at  
your premises

\$200  
per person

## Conflict Resolution Training

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

### Fight, Flight or Friendship:

- 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.
- Identify when it is appropriate to use the various approaches.

### Changing Perceptions and Emotions:

- Raise awareness of how perceptions of situations influence our emotions and behaviour.

Identify types of unhelpful thinking in our perceptions.

- Identify how to change unhelpful thinking in a situation of the participant's choosing.

### Dealing with Complaints:

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

### Schedule

Our upcoming class dates are:

- Delivery at your premises at a time of your choosing (minimum 8 attendees)
- 8:30 am - 1:00 pm, Morning Tea Provided

For more info:

**CALL NOW 1300 852 359**

SE Qld and Regional Qld, please call to find out more, or send an email to [training@worklinks.com.au](mailto:training@worklinks.com.au)