

Learn How To Manage Conflict & Deal With Difficult People

Edward Deming, the father of quality management has said that people can face almost any problem except the problem of people. Conflict occurs when two or more people try to take actions or reach different goals. Our one-day Conflict Resolution interactive seminar will help you identify what conflict is and the impact it has on people. It will examine the positive and negative effects of conflict, the role of communication on conflict, the various type of conflict and how it leads to anger. The seminar shows you how to manage your anger and others ensuring you will have the skills and strategies to achieve a win-win outcome.

The Seminar Is Ideal For:

- Foreman and Leading Hands
- Coaches
- Managers
- Supervisors
- Specialists
- Project Managers
- Human Resource Managers
- Professionals who feel that they could improve their response to conflict situations

What You Will Cover In Our 1-Day Seminar:

- What is Conflict?
- Types of Conflict
- Open Conflict vs Hidden Conflict
- Stages of Conflict
- Role of Communication in Conflict
- Strategies for Dealing with Conflict
- Managing Your Anger
- Managing Other Peoples Anger
- Dealing with Stress and Conflict

How You Will Benefit:

- Develop effective verbal and non-verbal communication
- Know that all conflict isn't negative
- Recognise how your own attitudes and actions impact on others
- Become more confident that you understand another person's message correctly
- Find new and effective techniques for managing negative emotions
- Develop coping strategies for dealing with difficult people and difficult situations
- Identify those times when you have the right to walk away from a difficult situation
- Be able to deal constructively with conflict situations

FREE TIP ON DEALING WITH CONFLICT:

If you want to ensure you achieve a positive outcome for yourself in a conflict situation always ensure you remain calm. The first person to become angry, aggressive or emotional during conflict will always find it difficult to achieve a win-win situation

Register now—

Title (Please Circle) **Mr** **Mrs** **Ms** **Miss**

Name _____

Business Name _____

Postal Address _____

State _____

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Payment Options:

I would like to pay by Cheque

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Credit Card Number: _____

Credit Card Expiry: _____

Name on Card: _____

Signature: _____

Seminar Date:

Townsville: Wednesday 14 April 2010

Seminar Cost:

Early Bird Price if book by 9 April \$495 inc GST
Book After 9 April \$595 inc GST

Seminar Location:

Melaleuca Centre
Billabong Sanctuary
Bruce Highway,
Townsville Q 4810

What's Included:

- Catered Lunch
- A Specialised Manual
- Complimentary access to Billabong Sanctuary
- A Personalised Certificate

For More Information Call:

Telephone: 1800 66 00 00 Fax: (07) 47285905 Email: seminars@nqtraining.com

If you do not wish to receive any further information please fax back to 07 4728 5905 and include your fax number— _____ & we will place you on our DO NOT FAX Register

*** SENT 31 March 2010

