

Conflict is an inevitable part of our working lives. We come across it frequently in today's workplace. Research suggests the cost of unresolved conflict in lost work time productivity, sick leave, toxicity and unhappy workplaces. Many supervisors and managers have to deal with conflictual situations and often find it challenging, time consuming and the outcome is not often positive or effective. Having a good set of skills, techniques and a solid framework for resolving conflict is a must in today's workplace. A framework in which you can maximize the situation for a positive outcome and restore the relationship between the two parties, the team and the workplace culture.

This presentation provides a theoretical overview of conflict and we look at how and why conflict occurs. We explore the layers of conflict and how our thoughts and feelings influence how we respond to conflictual situations. The workshop will also take you through styles of conflict and you will learn skills for how to deal with particular types of conflict in different situations with confidence and finesse. We will also focus on conflict is defined and responded to in the organizational context.

The second part of the workshop provides you with the necessary skills and a high quality framework for mediating conflictual situations. The presentation explores the philosophy of mediation, role of the mediator the skills and attributes of a high quality mediator. You will learn the steps in a mediation process, types of mediation to match with particular conflict situations and observe LIVE mediation session with an accredited mediator. You will also get to practice these steps and skills yourself.

**By the end of this workshop you will be able to:**

1. Refresh your knowledge and understanding of styles and types of conflict
2. Learn how limiting beliefs can influence or impact when you are mediating conflict
3. Communicate clearly, understanding different questioning frameworks that work well in the mediation process
4. Negotiate for success
5. Develop and implement your own mediation framework for high performance
6. Develop a mediation agreement that is sustainable and fair
7. Practice mediation skills for confidence
8. Undertake a positive pre-mediation process

Amovita delivers training throughout Queensland and interstate, we also can tailor training to suit your organisational and staffing needs.

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Amovita Consulting  
P O Box 5677  
Manly Qld 4179

Phone: 0420 234 638  
Facsimile: (07) 3901 1906  
Email: [info@amovita.com.au](mailto:info@amovita.com.au)  
Website: [www.amovita.com.au](http://www.amovita.com.au)

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PO Box 5677  
Manly Qld 4179

P 0420 234 638  
F (07) 3901 1906  
E [info@amovita.com.au](mailto:info@amovita.com.au)  
W [www.amovita.com.au](http://www.amovita.com.au)

