



Conflict Coaching

Who should attend?

Those people where their daily activities include supervision of others and part of their duties may involve dealing with conflictual participants. Most often this course is suitable for coordinators, managers, HR staff, OH & S workers, principals, office managers, factory foreman, customer service supervisors etc.

Key learning outcomes:

The main objective of participating in this course is to enable a process of one to one coaching which has the following purposes;

- identify their goals for managing conflict effectively
- determine and take the required steps to attain those goals
- consider how to change their habitual behaviours that contribute to conflict
- reflect on the improved ways they react to and manage conflict
- shift unhelpful reactions to conflict to constructive responses
- improve language and communication skills in order to interact and address conflictual situations more effectively
- reduce the harmful impact of conflict on themselves and others

One-on-one conflict coaching is a powerful tool. Coaching sessions average one hour per week for whatever duration may be needed and are conducted by telephone, face-to-face or electronically. During these sessions, the focus is on each persons conflict management goals and needs.

Public courses and In-house training

We provide both public courses where anyone may attend on our set training days. We are also able to provide in-house courses for organizations, community groups, schools etc. Feel free to request a quote by emailing;

fred@conflictsolvers.com.au or

Contact Fred Stern on 0412 102801 or (03) 9311 3316.