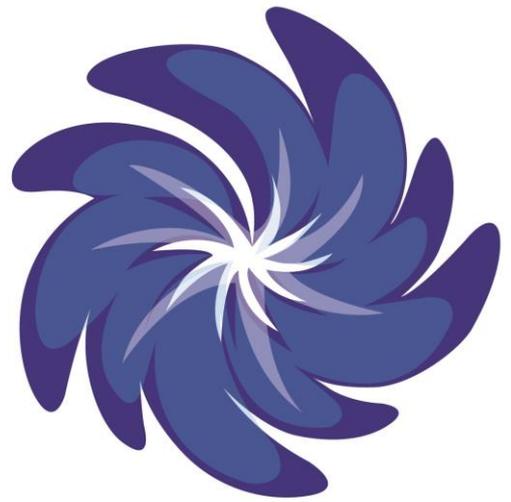


# Conflict Resolution & Communication Skills

Guided by feedback from a range of industry representatives, this workshop reflects leading issues facing new employees to date and key skills imperative for successful recruits in a modern workplace.

Students will obtain an understanding of the psychology of conflict in relation to the impact it can have on reputable workplace behaviour. They will examine common sources of conflict and identify proactive behaviours and communication skills to form positive working relationships.



*Turning Point  
Consulting*

Students will partake in activities, games and discussion to uncover the core instigators of conflict in conjunction with psychological and behavioural response, with a focus on negative and positive choices.

## 1. Conflict Resolution Foundations

- Uncovering what is conflict
- Biological and psychological process of stress
- Identifying conflict resolution styles
- Benefits of proactive responses to conflict

## 2. Workplace Skills to Minimize Conflict

- **Communication:** Learning the power of written and verbal communication channels to assertively convey a message.
- **Interpersonal Skills:** Focusing on responses in individual and group scenarios to foster a healthy working relationship.
- **Attitude:** Identifying everyday behaviours to demonstrate enthusiasm and diligence in the workplace.
- **Appearance:** Importance of making a positive first impression through the use of dress and body language.
- **Resilience:** learning to take ownership of feedback and engage in self reflection to enhance self awareness and self development.
- **Technology:** Acknowledging boundaries around technology use in a modern workplace.



*"Kathryn has been teaching our groups of young pre-apprentices about how to effectively communicate and resolve conflict since September 2015. The students have gained a lot of skills and self-awareness, even challenging themselves to grow and try new things in these sessions. Kathryn has also helped to boost the confidence of these young men and women ahead of job interviews for their apprenticeships. This confidence boost has been highly effective, with the vast majority of the students finding a position."*

**Darin Grace, Training Manager, Master Builders Association of NSW**



**Student Group:** Year 8 -12 high school students and post school students in further studies

**Location:** Available from your School

**Duration:** 1 – 1.5 hours

**Cost:** Available on request

0478 570 707

kathryn@turningpointconsulting.com.au

www.turningpointconsulting.com.au