



Ayre's-N-Graces Pty Limited

t/a **CTC C**ustomised **T**raining & **C**onsulting

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Conflict Resolution

✓ Step 1 – Select Subject

Subject – Conflict Resolution

Location – Client site

Prerequisites:

- A requirement to implement a conflict resolution process to manage or prevent conflict before it escalates.

What do you get:

- ☒ Experienced & qualified facilitator
- ☒ Targeted course outline
- ☒ Printed Courseware
- ☒ Electronic Certificate
- ☒ Digital Badge for LinkedIn profile
- ☒ Free 6 month email support

✓ Step 3 – Contact CTC

www.ctcsydney.com.au

info@ctcsydney.com.au

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Based on your chosen Subject and Topic selection, our expert team will advise the appropriate course length to cover your custom content and best delivery style to suit your needs. Three simple steps and you have a course tailored to you!

✓ Step 2 – Select Topics

Topics

- ☐ Definition of Conflict Resolution
- ☐ Factors for Conflict
- ☐ Brain Process during Conflict
- ☐ Resolution Styles
- ☐ Behaviour Styles
- ☐ 6 Step Process of Conflict Resolution
- ☐ Agreements
- ☐ 3 R's of Conflict Resolution
- ☐ Communication
- ☐ Mediation
- ☐ Anger Management