



NDA

TRAINING TASMANIA

nurture - develop - achieve

Conflict Resolution

Course Cost

\$ 395

Duration

1 Day

Locations

- Hobart
- Launceston
- Ulverstone

Course Dates

Course dates can be found on the training calendar on the NDA website:

www.nda.com.au

If there are no dates listed, please email:

bookings@nda.com.au

to express interest in the course.

More Information

For more information on any of our courses or services please email:

bookings@nda.com.au

or visit the NDA website at:

www.nda.com.au

National Competency Standard

BSBOPS305 – Process customer complaints

Prerequisites

There are no prerequisites for this course

Course Objectives

This course will give participants a six-step conflict resolution process that they can use and modify to resolve conflict disputes of any size.

Participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame.

Learning Outcomes

- Understand what conflict and conflict resolution mean
- Understand all six phases of the conflict resolution process
- Understand the five main styles of conflict resolution
- Be able to adapt the process for all types of conflicts
- Be able to break out parts of the process and use those tools to prevent conflict
- Be able to use basic communication tools, such as the agreement frame and open questions
- Be able to use basic anger and stress management techniques

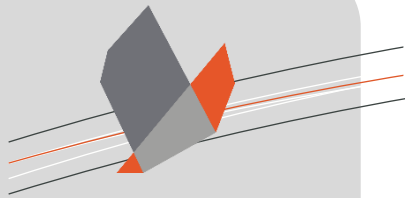
Optional Assessment

This course is part of a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit of competency aligned to the training course.

Exercises and activities completed during the course will be used as evidence towards unit competency.

Participants who choose not to be assessed will receive a Certificate of Attendance.

PER UNIT FEE: \$195



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Conflict Resolution Course Content

RTO Provider:60034

NDA Launceston

Level 1, 65 St John Street
Launceston TAS 7250
03 6334 4910

NDA Hobart

Level 3, 110 Collins Street
Hobart TAS 7000
03 6224 2660

NDA North West

4B, 21 Alexandra Road
Ulverstone TAS 7315
03 6423 4547

Private Training

This training can be delivered as a private course for your organisation and can be customised for your needs. The training can be delivered either on-site or at NDA.

Please contact us for further information and to be provided with a quote.

Course Content

An Introduction to Conflict Resolution

- What is Conflict?
- What is Conflict Resolution?
- Understanding the Conflict Resolution Process

Conflict Resolution Styles with the Thomas-Kilmann Instrument

- Collaborating
- Competing
- Compromising
- Accommodating
- Avoiding

Creating an Effective Atmosphere

- Understanding and valuing individual differences
- Active listening
- Asking questions
- Ten Important Communication Skills
- The Agreement Frame
- Neutralising Emotions
- Setting Ground Rules
- Choosing the Time and Place

Creating a Mutual Understanding

- What Do I Want?
- What Do They Want?
- What Do We Want?

Focusing on Individual and Shared Needs

- Finding Common Ground
- Building Positive Energy and Goodwill
- Strengthening Your Partnership
- Getting to the Root Cause
- Examining Root Causes
- Identifying the Benefits of Resolution

Procedures for dealing with customer complaints

- Maintain a register of complaints/disputes
- Referring complaints to authorised personnel
- Legislative requirements
- Module Nine: Generating Options
- Generate, Don't Evaluate
- Creating Mutual Gain Options and Multiple Option Solutions
- Digging Deeper into Your Options
- Module Ten: Building a Solution
- Creating Criteria
- Creating a Shortlist
- Choosing a Solution
- Building a Plan

Additional Tools

- Stress and Anger Management Techniques