



Managing Conflict & Disputes

ACCPA

About this program

This program equips front line workers – employees and volunteers - with a thorough understanding of conflict dynamics to increase confidence to apply practical strategies and tools to manage disputes and navigate conflict to peaceful resolution. Blending relevant theory, simple to apply strategies and real-world examples, the program will enable frontline care workers to reduce stress, resolve conflict, and communicate with confidence and clarity.

Learning outcomes

Module 1: Conflict Dynamics

- ✓ Understand why conflict is a good problem to have
- ✓ Discern more easily the common types and causes for conflict
- ✓ Recognise and respond effectively to various conflict engagement styles
- ✓ Be more comfortable with uncomfortable conversations

Module 2: Conflict Conversations

- ✓ Confront complex issues with confidence and skill
- ✓ Maintain psychological safety and open up space for important conversations
- ✓ Use a simple 4-step framework for feedback conversations
- ✓ Reduce stress and stay calm under pressure
- ✓ Use simple negotiation skills to convert conflict into positive communication

Target audience

This program is ideal for the Aged Services workforce who have direct contact with recipients of care and/or their families.

Program details

- Date** 14 & 21 May 2024
Time 2.00pm - 4.00pm AEST
Location Online via Zoom

[Register Now](#)