Communication and conflict resolution in the workplace

Practical tips for team members addressing internal / external communication and understanding / addressing workplace conflict

Target participant: All those in a team
In-person / online: Online | **Duration:** 2 x 1.5hrs

Content

- Great communication: do's and don'ts and best practices
- Case studies – what to do and what not to do when communicating within the team
- Understanding the sources of workplace conflict
- Destructive vs productive conflict
- Aggravators / problems in managing conflict
- Tips for managing conflict
- Internal versus external conflict

Outcomes

Attendees appreciate the benefits of great communication, and have learnt skills assist their efforts. They also develop the understanding to recognise and deal with workplace conflict.