



Dealing with Workplace Conflict Effectively

High quality online program

Dealing with Workplace Conflict Effectively is an exciting new program that is part of the Lunch & Learn Series, an innovative online leadership development program for managers. Facilitated by Dr Tim Baker, prolific author, and global expert workplace relations. The aims of this program are:

- To develop confidence & skill in conflict situations at work
- To develop a more flexible approach to dealing with a variety of conflict situations
- To practise assertive communication to reduce conflict and effectively deal with it when it arises

6 x 1-hour webinars, a copy of Tim Baker's latest book, and a comprehensive online development program

REGISTER AT

<http://www.winnersatwork.com.au/register-here/>

Each of the six units is introduced in a 1-hour webinar online. Participants are then directed to the online learning centre where they are exposed to practical strategies for implementation in the workplace. No classes, travel and accommodation costs and time wasted. This is a cost-effective way to learn that promises to enhance engagement and trust.

Participants complete the online program in their own time. The webinars, introducing the six units, are presented during a lunch period to minimise interruption to the workplace. Participants connect to the webinar sessions and online learning centre simply, with instructions and links on enrolment.

After each unit, participants receive the set of PowerPoint slides and a full video recording of each session. These support tools are useful if participants miss the webinar or want to review the material. Each webinar is designed to be interactive, and participants can ask questions throughout the broadcast. The online learning centre is also interactive. The presenter interacts with participants throughout the program to answer questions and provide feedback.

Webinar session topics, dates & times

Unit 1—The Five Approaches to Dealing with Conflict

Wednesday 12 August (12:30 to 1:30pm) AEST

People who are effective at dealing with conflict are flexible in the way they approach conflict. In this session we explore the five ways that conflict can be approached. Participants complete a conflict profile before this unit to understand their preferred style and approach.

Unit 2—Understanding People & their Personalities

Wednesday 26 August (12:30 to 1:30pm) AEST

Different personality types approach conflict in different ways. By understanding people's personalities, you can understand their orientation to conflict. This session creates awareness of the four personality types and their likelihood of using certain ways of dealing with conflict.

Unit 3—Managing Emotion in Conflict Situations

Wednesday 9 September (12:30 to 1:30pm) AEST

One of the biggest challenges in conflict situations is to effectively control emotion. Without adequate control over emotions, it is probable that the situation will be poorly managed. This session considers a series of practical ways to think rationally, in a calm and considered way to get the best result from a conflict.

Many people misunderstand assertion and confuse it with aggression. Assertive communication is paramount in tough conflict situations. This session defines assertiveness and explains how it can be effectively used to balance your rights and the rights of the other person.

There are several essential skills required to be an effective communicator. These skills give you the edge when dealing with a powerful person in a conflict situation. This session considers both verbal and non-verbal communication behaviours and skills and how they can be applied when interacting with others.

Studies show that giving and receiving criticism is one of the most difficult interpersonal skills. Being able to accept and give criticism that is focused on the behaviour and not the person is a key ingredient for success. This session covers several strategies and techniques to build confidence to separate emotion from the situation of receiving or giving constructive criticism.

Benefits

Organisation

By investing in your leaders, you create organisational leverage. The benefit for your organisation in enrolling your leaders in this series is that it's a cost-effective alternative to sending people away to an expensive course, with little relevance to your workplace. The program is completed over lunch and is short, focused, and practical.

Leader

The leader can develop their career skills over lunch and minimises the disruption to their normal day. The tips and tools can be implemented immediately after lunch, while it's fresh in the leader's mind.

By any measure, you are a very effective speaker and educator I have found your webinar's especially intriguing. Thanks for the great learnings you have been delivering through this online program. I have taken away with me some great tips that I now use in my workplace to motivate and get the best out of my crews.

Tony Chicco – Queensland Fire & Emergency Services

Fantastic session Tim, I liked how clear and concise your points were and how you facilitated in context but also offered suggested questions to ask in each situation – for myself its half the battle to think about these little things!

Byron Mitchell –Amart Sports

Presenter

Dr Tim Baker is an internationally recognised authority on leadership, management, and organisational development. He is a successful author, having published nine books in this field. In 2013, Tim was voted one of the 50 Most Talented Global Training & Development Leaders by the World HRD Congress. In a nutshell, Tim has conducted over 2,430 seminars, workshops, and keynote addresses to over 45,000 people in 11 countries across 21 industry groups.

Investment

Pay \$345 for one attendee to participate in the entire Lunch & Learn Series. **Discounts for six or more from the same organisation.** Here is what you receive:

- 6 x 1-hour webinar sessions on cutting edge information
- Unlimited contact via email with Tim
- PowerPoint slides & recordings of each unit
- Practical application tools for immediate implementation
- Personalised online learning centre

For more information contact Tim at
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