

Conflict Resolution

It is never easy dealing with conflict. This course gives you an understanding of the different approaches to use when dealing with conflict as well as top tips to help you brush up your skills. The practical aspect of the course allows you to practice your skills to build your confidence to deal with the issue rather than allowing it to start to control you.

The course will cover the following topics:

- The three ways to resolve a conflict
- Skills checklist including, emotional responses, communication styles and physical cues;
- Fighting styles and conflict management styles
- How to have a conversation in 4 easy steps to discuss your concern and to flag what you would like as an outcome.

The course has been designed specifically for the real estate industry.

When: 4th October 2017

Time: 9am – 5pm

Trainer: Isla Gillespie

Venue: REIT, 33 Melville Street Hobart

Cost: \$250 (incl GST)