

This ONE-DAY course is for those who face conflict on the front line. The course equips people to be resourceful, respectful and resilient as they navigate their way through the conflict.

“The best parts were the practical learning, the philosophy and the discussion. I thrived in this class and want to learn more.”  
Course participant

# Navigating Conflict



## Overview

Wherever there is engagement, there is usually change and or impacts. And wherever there is change or impacts, there is the potential for conflict.

The staff who represent the organisation and/or facilitate groups where conflict is present, need the personal skills to navigate these challenging settings.

The behaviours that surround conflict are designed to disturb and disrupt; this course helps participants to explore the theory, its application and how to become more resourceful and resilient when working in settings where there is conflict.

## Learning Outcomes

- Understand the driver of conflict
- Identify common responses to conflict triggers
- Explore strategies to de-escalate conflict and how to apply them
- Increase your resourcefulness in responding to conflict settings
- Build your personal resilience when dealing with conflict

## Participants

- C-Level Executives
- Stakeholder and Community Managers
- Stakeholder and Community Engagement Officers
- Change Managers
- Project Coordinators
- Project Managers
- Strategic Communications Managers
- Communications Officers
- Elected Officials

Your Trainer  
Joel Levin



When will you have your next Aha! moment?

### Duration

Full day

### Delivery Modes

To maximise learning outcomes, delivery modes are not mixed:  
1. In person face-to-face  
2. Live in online classroom

### Course Option

Collaborative training (public) or in-house training (at your organisation)

### Upcoming Dates

Please contact us at [admin@ahaconsulting.net.au](mailto:admin@ahaconsulting.net.au) for further information and to express your interest

## Booking + Information

For more information or inquiries about in-house training email [admin@ahaconsulting.net.au](mailto:admin@ahaconsulting.net.au) or phone (+618) 9443 9474