

Managing challenging interactions training

Training overview

The Commission's *'Managing challenging interactions'* training aims to enhance participants **confidence** and **ability** to **respond to conflict** in a workplace environment. The training is **tailored** to the types of conflict and challenges faced by employees in their specific workplace. Participants gain a deeper **awareness** of conflict theories and how they can **implement strategies** to effectively respond to conflict. Key content covered includes: conflict theory, responding vs reacting to conflict, alternative dispute resolution (ADR) skills, tailored case studies.

Learning outcomes

The key learning outcomes of the training are:

- increased understanding of conflict and people's relationship with conflict
- increased understanding of the difference between responding and reacting to conflict
- ability to identify effective skills and strategies for responding to conflict
- ability to incorporate knowledge and skills in day-to-day work.

What's included

The Commission is able to deliver the training in all capital cities and regional centres, as well as via webinar. The training package includes:

- facilitation from an experienced trainer
- provision of accessible training rooms if required
- invitation and registration services
- light refreshments
- training materials including handouts and stationary.

Cost

Our standard *Managing challenging interactions* training is delivered as a half-day training workshop. The cost of delivery is **\$3000 AUD + GST** for up to **20 participants**.

This package may be tailored to your organisational needs in relation to the content and duration. Cost of delivery will vary dependant on travel and customisation. To discuss your organisation's training needs or to obtain a

quote, please contact the Commission's education team at training@humanrights.gov.au.