

Conflict Resolution and Collaborative Negotiation

The training provides a practical approach for using negotiation skills in a way that prevents escalation of conflict and promotes agreed outcomes.

Areas covered include:

- Defusing tense situations and resolving conflict
- Dealing effectively with strong emotions
- Applying cooperative language when needing to tell a person to do something
- Tips for avoiding the use of language that can irritate customers
- Assessing your negotiating style
- Attitudes & behaviours of effective negotiators
- Using common ground to build agreements
- Promoting solutions in difficult situations

DURATION: 1 day

COST: On application

PREREQUISITES: Nil

COURSE OUTLINE

A broad range of adult learning methods are applied to provide a stimulating learning environment including:

- Small group practical activities on specific skills with discussion and de-briefing
- Practical demonstrations
- Negotiation/Facilitation “fishbowls” (a simulation that involves learners)
- Negotiation/Facilitation simulations
- Coaching and personal feedback
- Resource manual for use in course and for future reference

WHO SHOULD ATTEND THE COURSE? Staff needing to develop their communication skills to more efficiently deliver services to internal and external customers.

REGISTRATION

To register, please complete a **registration form** at <http://www.lgti.com.au> and submit online; or you can **fax** to Local Government Training Institute on **(02) 4966 0655**.

COURSE ENQUIRIES

Course enquiries may be directed to the Business Development Team on (02) 49 222 333.

Local Government Training Institute

4 Sandringham Ave Thornton NSW 2322

PO Box 3137, Thornton NSW 2322

Telephone: (02) 4922 2333 Facsimile: (02) 4966 0655

Email: reception@lgti.com.au

www.lgti.com.au