

# 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

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**DURATION:** 1 day

**COST:** On application

**FACILITATOR:** The course will be led by Ebohr Munoz, conflict resolution consultant and learning facilitator. Ebohr has achieved positive outcomes to conflict in areas such as urban planning, environmental management and building design. His experience as an independent facilitator of conflicts, public meetings and forums in the local government field builds on previous work as an environmental lawyer and environmental policy advisor.

Ebohr is an experienced facilitator, mediator and trainer whose experience includes over 10 years working with local government. He has worked in mediation of multi-party conflicts, workplace disputes, complaints resolution and facilitation of stakeholder consultation. Other experience includes work as a mediator in family law disputes and providing individual coaching and counselling.

He takes a hands-on approach in providing conflict resolution training drawing on practical examples. He has a reputation for trust and integrity and has worked with a spectrum of age groups, professional and cultural backgrounds. He has qualifications in counselling and law along with accreditations in mediation, adult education and neuro-linguistic programming (NLP).

**PREREQUISITES:** Nil

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## Local Government Training Institute

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## **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.

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

Course enquiries may be directed to Training Administration on 49 222 333.

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