



## Conflict resolution skills training.

**Helping clients to effectively resolve difficulty in personal and professional conflict.**

Conflict with one self or others often leads our clients to seek out counselling. Having a sound understanding of Conflict Management Skills is essential when we try to empower our clients to find their way through a difficult time. This course will provide you with the basic Conflict Management Skills that you can put in your counselling tool kit. Inner conflicts, interpersonal and workplace conflicts will be discussed in the light of conflict management skills. Mediation and negotiation skills will be presented and techniques that can help your clients in their relationship conflicts. Experience De Bono's six thinking hats as a model that can break down mediation into stages and bring more clarity on an issue.

Skills and models of the Internationally renowned Conflict Resolution Network will be outlined with practical examples. Differences in personality and communication style can create misunderstandings and conflict. Experience self-awareness through the application of the Myers Briggs Type Indicator (MBTI) as a model in understanding ourselves better and our responses to conflict.

Discover why some people want to change the subject as soon as a conflict becomes apparent and why others want to pull an issue apart without any warning at all.

At the end of the seminar you will understand and respond to these situations more effectively and will be able to support your clients in their conflict better. Bring your stories with you and a willingness to explore some of these challenging encounters.

### Learning objectives of this training:

1. Apply and learn how to impart basic conflict management principles.
2. Promote constructive conflict management principles to your clients.
3. Apply self-awareness models that lead to more constructive conflict management.
4. Map inner and interpersonal conflict to create clarity in conflict.
5. Identify their MBTI preference and understand specific needs in conflict more clearly.
6. Learn techniques to help you listen more constructively in conflicts.
7. Review assertiveness skills.
8. Use the complaints handling and mediation model more effectively.
9. Identify different mediation models.
10. Understand De Bono's six thinking hats.
11. Develop a toolkit for working with client's conflict.
12. Recognise the role of the Community Justice Centre.



**Beate Steller** brings over 30 years of experience in a variety of sectors and industries to her role as a principal Training and Development Consultant. Beate also currently works as a Spiritual Wellbeing Co-ordinator in aged and palliative care. She has been an adult educator since 1992, for the Centre for Community Welfare Training, the Australian College of Applied Psychology and Lifeline Sydney. For over a decade Beate has specialised in grief and loss education/counselling and transition counselling and has been on the Board of NALAG (National Association for Loss and Grief) since 2009. She had her first book published in 2017 called *Tech-connect – Staying Meaningfully Connected in Aged Care*. She has both graduate and post-graduate qualifications in Adult Education, Social Work and Nursing, holds a Certificate IV in Assessment and Workplace Training and is currently completing her second Master Degree in Ageing and Pastoral studies at Charles Sturt University. She has worked with people from Indigenous and culturally diverse backgrounds. Beate also holds professional membership with the AASW, the NSW Health Services Profession (as a Registered Nurse), and Spiritual Care Australia.

**This training may qualify for Focused Psychological Strategies (FPS) CPD. Please refer to the Dept. of Health <http://www.health.gov.au/internet/main/publishing.nsf/content/mental-ba-focus#cpd> for more information.**

**View our range of training topics at [www.PDPseminars.com.au](http://www.PDPseminars.com.au) to choose from our in-house listings or have one of our calendar events conveniently delivered at your workplace.**

Our continuing professional development events meet the quality standard recognised by relevant professional associations including psychology, social work, occupational therapy, mental health nursing, community work, counselling, psychotherapy and more.

*We recommend checking with your association for the correct calculation of points.*

A certificate of attendance for 6 hours of face-to-face training is issued for all participants.

### **Morning Session**

Understanding the dynamics of conflict management and its impact on self and others.

Childhood messages of conflict: our baggage in conflict management.

Different ways of responding to conflict and the 'Win/Win' approach.

Self-awareness in exploring inner conflict – the MBTI and other tools.

Skills in learning to be open to listen in conflict and developing empathy for 'the other'.

Assertiveness re-visited.

### **Afternoon Session**

Supporting clients to develop clarity in conflict: mapping conflict and reading conflict maps.

The importance of understanding our relationship with Power Dynamics.

Understanding power plays and "Bluff" in negotiation.

Overview of Mediation and Negotiation Model and practicing the De Bono 6 thinking hats.

Mopping up techniques in conflict management to mediation.

Self-care and evaluation of training

Evaluation and closing.

***"Discover how learning and integrating conflict management skills can lead to deep personal growth and healing not just for ourselves but also for our clients as you support them through inner and interpersonal conflicts."***

Beate Steller

#### **How will you benefit from attending this training?**

- Understand the Dynamics of conflict.
- Develop effective conflict management skills.
- Learn to support clients in resolving conflict within themselves.
- Assist clients to use new perspectives and skills in resolving conflict.
- Know how to care for self in the midst of conflict.

#### **Booking process:**

1. Request a quotation.
2. Agree upon a delivery date.
3. Arrange the 50% booking deposit.
4. Finalise balance of booking fee one month prior to the training.

#### **We include:**

- Presenter travel and accommodation costs.
- Soft copy of resources.
- Individual attendance certificates for all participants.

**Contact our in-house program director 1300 887 622 or [info@PDPseminars.com.au](mailto:info@PDPseminars.com.au) for information, quotation or to have a helpful chat about the needs of your team.**

This skills and resource based training is an active day suitable for practicing psychologists, social workers, psychiatrists, medical counsellors, mental health nurses, counsellors and community case-workers with general experience working as a therapist.

#### **Feedback form Beate's recent presentations:**

*"An excellent day and group. Thankyou Beate for an informative and highly engaging and highly engaging and most professional presentation."*

*"A lot of information provided, especially PPT print out to us"*

*"Thank you. It was a wonderful informative and engaging day"*

*"Wonderful day. I feel much more competent about mapping and resolving conflict."*

*"Very engaging presenter and very practical ideas/concepts to take away and practice both professionally and in everyday life."*

*"This is my second Seminar with PDP and Beata. Brilliant! – one of the best Professional Development Organisations I have ever experiences in 25 years. Beata is a total gift"*

*"Great presentation will apply the mapping tool in clinic."*

*"Thankyou. Very practical and interactive workshop. I can take away new tools to use with my clients."*

*"Outstanding presenter – very engaging, very warm and kind. Was great to use practical examples and I enjoyed the seminar so very much."*