

CURBING CONFLICT:

SITCOM003A Deal with Conflict



Outline:

During our daily life we come across people we don't always get along with! We can spend up to 8 hours a day at work and not always get along with the people around us. This short course provides participants with the skills and knowledge required to resolve possible conflict situations with both colleagues and customers. The course will assist participants in being able to identify potential conflict and to take conscientious measures to resolve it in a timely manner.

Who should do this training?

This unit is designed for all front line staff.

How long does this training go for?

Full day.

Why Franklyn Scholar?

FS Learning is part of the Franklyn Scholar group. Franklyn Scholar is one of Australia's largest private Registered Training Organisations and a leader in the delivery of Nationally accredited training.

With our ability to deliver training on a local or National scale, Franklyn Scholar is well placed to meet the unique training needs of large corporates through to medium and small business.

FS Learning as part of the Franklyn Scholar group actively encourages employees with physical and / or intellectual disabilities to access funded training.

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