

Staff Training & Development

Improving Relationships at Work

Positive relationships are key contributors to staff wellbeing and client satisfaction. Staff benefit by having practical skills for successfully resolving conflict, achieving collaboration and improving communication in the workplace.



Your training needs will be met through customised training solutions:

Workshops: Facilitated workshops on a range of communication, conflict resolution, relationship and personal development topics. These can also be delivered as mini-seminars.

Coaching: Professional 1:1 coaching for key staff to assist with further skills development.

Team Development: Developing team communication, collaboration and positive team culture.

Facilitation: Facilitating discussion within and between teams on current workplace issues.

Workshops

Conflict resolution

We all need to be able to respond effectively to conflict situations. This Workshop focuses on providing practical skills that will prevent escalation of conflict and build positive working relationships.

Collaborative Negotiation

Effective skills in collaborative negotiation are critical when the desired aim is to achieve:

- Best possible results for all parties involved
- The best possible relationship between the conflicting parties

The Workshop develops a framework for negotiating in a collaborative style.

Mediation Skills for Managers & Team Leaders

Leadership in people management and team dynamics involves managing problems with communication and conflict in a team. Key mediation skills are developed in this Workshop to assist managers to prevent negative conflict patterns and to build improved communication in their teams.

Courageous Conversations – Assertiveness Skills

This Workshop addresses the tools for initiating and undertaking a difficult conversation in a way that supports the working relationship. We look at how to prepare for the conversation; delivering a clear message; how to stay firm in the face of resistance; and maintaining respect.

Facilitation Skills: Quality skills in facilitating as a third party are critical to achieving constructive discussions when:

- There are many parties involved, each with differing views and communication styles
- Level of conflict or disagreement is high

This Workshop enhances your skills as a facilitator and provides a framework for achieving meeting objectives.

Contact

Inquiries to discuss your training needs are welcome.

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