



Conflict management in the workplace

Practical skills for people leaders

People leaders often find themselves at the forefront of workplace conflicts. Whether its interdepartmental disputes, team friction, or employee disagreements, conflict resolution skills are essential for effective leadership.

The modern workplace is a melting pot of diverse talents, backgrounds, and perspectives, and while this diversity is a strength, it can also give rise to conflicts.

Managing a team involves navigating a myriad of personalities, expectations, and competing priorities, making conflict resolution a valuable and necessary skill for effective leadership.

Conflict, when handled adeptly, becomes an opportunity for growth, innovation, and the development of a resilient and high-performing team.

Workshop duration and number of participants

This workshop is delivered in-person three (3) hours with appropriate breaks. The minimum number of participants for this workshop is 15 and a maximum of 25.

Workshop cost

These workshops are delivered as a benefit of LGIS membership.



Workshop content:

- ▶ **Understanding workplace conflict (WP):** recognise the commonality and consequences of workplace conflicts.
- ▶ **Types of WP conflict:** identify and address various conflict types effectively.
- ▶ **Causes of WP conflict:** uncover the root causes for proactive resolution.
- ▶ **Five (5) principles of effective WP conflict resolution:** identify the five (5) useful conflict resolution principles to follow.
- ▶ **The five (5) steps for effective conflict resolution:** develop practical skills to resolve conflict between team members by following a step-by-step guide.
- ▶ **Useful questions to ask:** top 10 conflict resolution questions to ask
- ▶ **Seeking support and guidance:** master communication for conflict resolution.
- ▶ **Reflective practice:** cultivate a habit of reflecting and seeking improvement.



More information

For more information or to book this workshop for your local government contact the LGIS People Risk Team at peoplerisk@lgiswa.com.au or call **9483 8888**.

